

National Student Guide

TRAINING SERVICES

ARROW

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All information covered in this guide is also provided to your employer.

Welcome

Arrow Training Services is the Registered Training Organisation (RTO) that will be delivering your training program. We are here to provide you with all the support required to help you achieve their qualification.

The journey towards the achievement of the qualification involves developing your skills and gaining a more comprehensive understanding of your workplace role and occupation. With increased skills and confidence, your contribution to your organisation will grow.

The certificate you will gain is delivered within the Vocational Education and Training (VET) sector.

The VET sector provides training and education for specific vocational purposes. While primary and secondary schooling concentrates on generic skills and knowledge development, and the university sector provides broad skills and knowledge for professional work or study, the VET sector caters for the majority of the population who need vocational skills for work and life. Vocational skills include technical knowledge and broad process skills. These are called competencies - that is, skills and knowledge applied in a work context.¹

Enrolment

It is Arrow Training Services policy to enrol you once you have been provided with accurate and comprehensive information about the traineeship. The induction process and enrolment process is intended to provide an opportunity for both Arrow Training Services and yourself to exchange information. It is our aim to place all parties in a confident and informed position prior to the training program unfolding.

'It is our goal to achieve the best outcome for you and your organisation'

Flexibility

Flexibility and being responsive to the needs of clients are key features of the Arrow Training Services training and assessment system. We develop training in response to the needs of individual employees and the client. The idea of a 'one size fits all' model of training no longer applies in today's working environment. The modes of training delivery, methods of assessment, the assessment procedure and the selection of units are all flexible, and take into consideration your individual needs and those of your organisation. The model chosen for you is the outcome of negotiation between the Arrow Training Services trainer, yourself and your employer.

Pre-Training Review

To ensure fair and equitable training and assessment, a pre-training review is conducted for each individual student. This is not a test, but simply a method to gather information on your Language, literacy and numeracy requirements, expectations of the training program, previous experience, current competency, as well as any special needs.

¹ <http://www.vrqa.vic.gov.au/>

Identification of your individual learning needs is an important step in providing you with appropriate support and making sure we train and assess you the way that best suits YOU.

Language Literacy & Numeracy (LL & N) Assistance

Where your pre training review identifies that you will require language, literacy or numeracy support, we can assist you. This can be achieved informally by adapting our delivery and learning strategies and where necessary we will liaise with support agencies to assist you in the successful completion of your Certificate. Some of the agencies that we may contact for assistance are listed below:

The Adult Education Resource and Information Service

<http://www.literacynet.deewr.gov.au/>

www.edna.edu.au

What if I Have a Disability?

Under the *Commonwealth Disability Discrimination Act 1993*, Registered Training Organisations and workplaces are required to cater for people with disabilities. Arrow Training Services encourages all those with disabilities to participate in the training program. With a 'can do' attitude we will do everything that is reasonably possible to help you achieve competence.

Remember it is our role to do everything possible to help you achieve your qualification. We do not and will not disadvantage any students because of language, literacy and numeracy requirements, cultural or language background, age, religion or disability. Together, we will devise the best way of giving you all the assistance you need.

Open Door Policy

It is impossible for you, Arrow Training Services or your employer to foresee every potential issue that may arise in training. Arrow Training Services aims to create a supportive environment of trust, encouraging disclosure of issues and being prepared to discuss options for training.

The discussions we had today, both prior to and at enrolment are not the only ones possible. You can approach Arrow Training Services at any time during training to continue working together towards a positive training outcome or to express any difficulties you are experiencing.

Training Plan

Having ascertained your individual learning needs and taken the information into account, an individual Training Plan is negotiated. Units of competency are selected and packaged together to form the qualification. For each unit, we work together, deciding on the most suitable training delivery mode, assessment methods, time frames

for achieving competence, details of structured training and any additional support required.

The Training Plan provides a 'proposed map' for yourself and your employer of how the qualification is going to be achieved. Keeping a copy of your training plan in a safe place is recommended so you can track your own progress. Deviations and changes to the Training Plan can and will be made as we go along, as often things do not always go as planned. For example:

- The assessment methods and training delivery modes may not be as suitable as originally anticipated.
- The training needs of your organisation may demand a unit to be trained and assessed earlier than originally planned.
- We may find group training delivery has been more effective than one-on-one instruction.
- Timeframes for the achievement of competency may need altering due to your annual leave, aptitude or organisational workload.

What does a Training Package describe?

The critical skills, knowledge and attitudes or competencies which individuals need for employment have been compiled into a document for each industry or industry sector. This is called a Training Package. A Training Package is a set of nationally endorsed standards and qualifications for recognising and assessing people's skills. A Training Package describes the skills and knowledge needed to perform effectively in the workplace. It does not describe how an individual should be trained.

What is a unit of competency?

The competency standards in a Training Package describe work outcomes. Each unit of competency describes a specific work activity, conditions under which it is conducted and the evidence that may be gathered in order to determine whether the activity is being performed in a competent manner. By examining different aspects of the unit of competency, you will be able to gain answers to the following questions:

- What is the work activity?
- What does the work activity involve?
- What skills are needed to perform the work activity?
- What level of skill is needed?
- What are the conditions under which this work activity may be conducted?
- What evidence is needed to prove that a person is competent?
- What knowledge and skills are needed to perform this work activity?
- What generic work skills are needed?
- Where should evidence be gathered?
- What resources are required to gather the evidence?²

² <http://www.vrqa.vic.gov.au>

What is competency based assessment?

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards.

Being competent simply means demonstrating that you have the knowledge, skill and attitude to perform a job to the required standard. The way you demonstrate your competence is via the collection of evidence.

The Training Package for Assessment and Workplace Training defines evidence as;

'...information gathered which, when matched against the performance criteria, provides proof of competence. Evidence can take many forms and be gathered from a number of sources.'

Arrow Training Services has developed a variety of assessment tools and tasks, which help to gather evidence relevant to the units of competency, included in your training program and ensure judgements of competency, are fair and consistent.

Examples of Evidence

Observation

In many of the units, your Trainer will be able to gather evidence of your competence by observing you in the workplace. Your Trainer will have an 'observation checklist' and will judge your performance against this checklist as you are observed. Don't worry you will be provided with a copy of the checklist prior to being assessed and will have plenty of time to practice.

Oral Questioning

Oral questioning is where your Trainer will be asking you a number of questions directly related to the unit of competency you are being assessed on. You will be advised during the commencement of training that oral questioning will be part of your assessment for that particular unit. This will give you ample time to prepare yourself.

Work Sample

A work sample refers to a document you have developed for your workplace or a document you use and complete in the workplace that relates to the unit of competency you are being assessed on. A work sample does not relate to a document that someone has created and you do not know how to use. You must be able to complete the document and explain the purpose of the document to your Trainer. For example, you may be asked to give the work sample to your Trainer, complete it in response to a 'mock situation' and explain its purpose.

Written Work

Written work can take many forms, for example, written questions, drawing pictures, diagrams and graphs. For each of the units of competency you will be provided with a workbook which will contain much of the written work. For each written activity you will be provided with instructions so that you can successfully complete each activity.

Project/Case Studies

Projects and case studies are commonly used to assess you in many different areas in the one assessment task. Projects are generally explained at the end of the workbook and require you to engage in some research and then write a report on your findings. Case studies are often found throughout your workbook, and also require you to respond in written form. Your Trainer will collect both the projects and case study answers as evidence of your competence.

Structured Demonstration

Here you will be instructed to demonstrate to your Trainer a particular task or skill relating to the unit that is being assessed. For example, your Trainer may ask you to demonstrate the correct procedures for lifting a heavy and/or bulky item. Your Trainer will be using a 'structured demonstration performance checklist' to assess you. You will be assessed against the checklist and will be provided with a copy of the checklist prior to your assessment so that you can prepare.

Role-Play

A role-play also involves a performance checklist, similar to those used in observations and structured demonstrations. The checklist will provide you with the role-play scenario and instructions on how to conduct the role-play. This performance checklist will be used as evidence to prove your competency in the relevant unit.

Supervisors Report

Your Trainer may also gather evidence of your competence in the form of a Supervisors Report. This means a report/checklist will be provided to your Supervisor for comment. For example, a Supervisors Report may be provided to your supervisor in relation to personal presentation and grooming where your supervisor will be required to comment on your performance in this area.

Who Makes the Assessment Decision?

Once the evidence has been collected and you feel you are ready to be assessed, your Arrow Training Services Trainer will assess you as 'Competent' or 'Not Yet Competent'. Arrow Training Services Trainers have qualifications in assessment and training and many years industry experience.

Feedback

Throughout the assessment process you will be provided with ongoing verbal feedback and encouragement with regard to your performance. Upon completion of a unit assessment you will be advised of the assessment outcome and will be either assessed as being 'Competent' or 'Not Yet Competent'. In addition to being provided with your outcome verbally, your outcomes will be documented on an Assessment Report. This Assessment Report and the outcome recorded on the report are validated by both you and your employer.

If you are assessed as 'Not Yet Competent' this may mean that not enough evidence has been provided to support your competence or that you require additional learning, training and competency development. Between yourself and your Trainer the options for you to become 'Competent' will be negotiated.

These options may include:

- Re-assessment
- Submitting further evidence
- Undertaking further training and competency development activities and being re-assessed at a later date.

Feedback is not only provided to you at the completion of a unit assessment, but also verbally throughout the entire course of your training program. As you continue to develop and acquire skills your Trainer will provide you with ongoing feedback and encouragement.

Training Delivery Modes

There are a number of delivery modes that your Trainer will use to deliver training in each of the units of competency. Your trainer will choose these modes, based on how you learn best. The training delivery modes are explained below:

Off-the-job

Training occurs at a time other than during working hours and a place convenient for all participants. Off-the-job training commonly involves a group of participants who attend training regularly where the trainer moderates the learning pace.

On-the-job

Training occurs in the workplace and involves real workplace situations. Your trainer will use learning activities such as practical demonstration of skills and role-plays to assist you

in your learning. On-the-job training provides participants with interaction and problem solving opportunities.

One-on-one

One-on-one training involves the trainer instructing the participant in their learning. One-on-one training may include a number of methods to assist learning such as written work, case studies and practical demonstrations.

Group training sessions

This type of training requires participants to meet as a group at a scheduled time and location. Participants will be guided through the training session by the trainer and will engage in activities such as role-plays, group discussions and brainstorming exercises.

On-line

On-line training delivery requires the participant to use e-mail and the Internet to access resources and information. The trainer will instruct the participant in using websites relevant to the particular unit of competency.

Self paced learning

This type of training involves the trainer providing the participant with learning materials such as workbooks, reading materials, and other learning resources. The participant will use these resources to pace their learning in each of the units of competency.

Making the most of your training

As part of your traineeship you can add to the experience by ensuring that you:

- After each session with your Arrow Trainer you can schedule an appointment with a workplace supervisor to go through the requirements of your new unit of work.
- If you have a Supervisors report that this is provided to your workplace supervisor with sufficient time to complete the report between visits.
- All required signatures are collected in-between training sessions so that the session time is used to its maximum potential.

Recognition of qualifications issued by other training providers

It is the policy of Arrow Training Services to accept and mutually recognise the Qualifications and Statements of Attainment issued by all Registered Training Organisations. This means, if you have a Qualification or Statement of Attainment from another training organisation or TAFE we will mutually recognise your achievements via Credit Transfer.

Arrow Training Services will determine eligibility for Credit Transfer by mapping the units covered in the already acquired Qualification with the units included in the Qualification you have been enrolled in with Arrow Training Services. Where a direct correlation exists a Credit Transfer will be granted. This will mean that you will be exempt from completing the unit/s.

Where direct correlations are not found, you will be provided with a Recognition of Prior Learning (RPL) Application Form.

The process for applying for Credit Transfer is as simple as providing Arrow Training Services with a copy of your Qualification and/or your Statement of Attainment.

Recognition of Prior Learning (RPL) & Recognition of Current Competence (RCC)

It is Arrow Training Services policy that an individual's learning and skills are recognised irrespective of how or where they have been acquired. In some instances you may find that previous experience or training has already given you skills in areas for which training/assessment is proposed. If this occurs, you may be granted RPL/RCC.

Your trainer conducts the formal recognition of your prior learning in the same way as an assessment, involving various types of evidence collection. If Recognition of Prior Learning is granted to you, this reduces the amount of formal training required to complete your Traineeship.

Arrow Training Services RPL/RCC procedure involves the following:

- An Arrow Training Services Trainer explaining and offering RPL/RCC to every student prior to enrolment in the Training Program.
- Student informs Workplace Trainer of their intention to apply for RPL/RCC.
- The Workplace Trainer provides the student with an RPL/RCC kit and application form and advises the student how to complete the application.
- Student lodges their application with their Workplace Trainer
- The student will be invited to attend an interview to discuss their application where appropriate.
- The student will be asked to provide further information where required.
- An assessment and verification of the application will be undertaken.
- Applicants will be notified of the decision. Where applicable, exemptions/credits will be granted and recorded.
- If an applicant disagrees with the decision they may dispute it by following the Complaints and Appeals Procedure.

Please do not hesitate to ask for assistance in completing your RPL application. We are more than happy to help.

Complaints and Appeals Policy and Procedure

It is the practice of Arrow Training Services to:

1. Treat client complaints and/or appeals fairly and equitably, in a constructive and timely manner.
2. Handle all disputes professionally and confidentially in order to achieve a satisfactory resolution.

In keeping with this practice, outlined below are the policy and the procedures that will be used in the occurrence of an appeal or grievance in relation to the delivery of training and assessment, conduct of the workplace Trainer, Recognition of Prior Learning Assessment and Recognition of Current Competency Assessment. This policy is to be used in conjunction with the Arrow Training Services policies on:

- Flexible delivery
- Assessment
- Recognition of Prior Learning (RPL)
- Recognition of Current Competency (RCC)

Appeal

The lodging of a complaint disputing a result or outcome of a training program or assessment including RPL and RCC.

Complaint

The lodging of a complaint disputing the process used in the delivery of a training program or assessment including RPL and RCC.

Procedure

The complaint/appeal procedures relating to the delivery of training and/or the assessment involves the student initiating the following:

- Discussion with relevant trainer about the complaint/appeal
- If it is unable to be resolved, the trainer provides student with a grievance/appeal application form and informs the student that the completed form should be sent to the State Manager
- State Manager assesses the application, seeks additional information if required, and discusses appeal/complaint with student if appropriate
- If the complaint/appeal is still unresolved, it may be referred to the Panel convened by the State Manager, which may include outside persons
- If original assessment decision is confirmed the student is contacted to attend an interview with one or more of the assessment panel for feedback and counselling
- If the original assessment is altered the student is advised of the decision via telephone and a letter
- If the original assessment decision is altered the relevant trainer is counselled regarding their assessment techniques

If the complaint cannot be resolved internally Arrow Training Services will advise the student of the appropriate body where they can seek further assistance.

What Qualification will this give me?

Once you have successfully completed all Units of Competency in the training plan, your Traineeship will be complete and you will be issued with a nationally recognised qualification.

This qualification is issued by Arrow Training Services under the Australian Qualifications Framework (AQF) and is a formal certification that you have achieved all of the requirements for the qualification as specified in the relevant nationally endorsed Training Package.

Each set of units covered are aligned directly with the Australian Qualification Framework (AQF).

Within a Training Package, qualifications may range from Certificate 1 to Advanced Diploma levels.

After achieving Certificate III, options for further studies are available with us or at TAFE Colleges or Universities. A Certificate IV is entry level for commencing a Diploma.

Your Responsibilities

You must make all reasonable effort to:

- Acquire the skills of the vocation
- Obtain the appropriate qualification as per the training plan.
- Accept instruction and training in the vocation provided by your employer and Arrow Training Services
- Attend scheduled training
- Complete learning activities, workbooks, projects and any other assessment tasks
- Complete structured training and document this on your log

If you are having difficulties with the work or you feel you need extra help or support, you should inform your Workplace Supervisor or Arrow Trainer, who will be glad to assist you.

You must inform your Arrow Trainer of any of the following changes:

- If you change your name/address
- If you leave your employer (you may take your Traineeship with you and continue at your new employment)
- If your hours of work are reduced or changed in any way
- If you are unable to attend assessment (as much notice as possible would be appreciated)

Your Rights

- You are entitled to access the full range of work needed to develop the relevant competencies
- Access tools and equipment required in developing competency
- Instruction and supervision in the workplace

- Opportunities to complete relevant qualification in accordance with training plan
- A healthy and safe working environment
- A workplace free of any harassment

Role of Employer/Workplace Supervisor

Your Employer has a responsibility to:

- Adhere to conditions in the relevant employment agreement or award
- Ensure that adequate workplace or on-the-job training is provided to help you achieve the required competencies
- Provide adequate resources and facilities for training
- Release the student for training as appropriate requirements for your applicable qualification
- Participate in the validation of learning material to ensure it is customised to suit the needs of the workplace

Student Behaviour & Discipline

Arrow Training Services is committed to excellence in training, education and learning. Our motto is,

“Providing Quality Training and Learning throughout Australia”

and reflects our objective to provide exceptional services in training and education to all our clients. The adult learning culture and environment encourages and supports the participation of people from diverse backgrounds and interests. Diversity is an essential characteristic of vigorous and adaptive ecological, social and intellectual systems. It is from such diversity that creative and effective responses to new challenges can emerge.

Our aim is to provide quality learning for our clients and for each student to have an equal opportunity to learn in a supportive and encouraging environment.

We consider the following important:

- Respecting each others needs
- A clean and safe learning environment
- Equal rights for all students regardless of gender, race, culture, age, religion, or abilities
- Punctuality
- Care of each others property
- Response to any reasonable instruction from member of staff
- Notifying your inability to attend training
- Enhancing the opportunity of all students

We therefore do not allow:

- Smoking in any classrooms
- Students under the influence of drugs and/or alcohol
- Offensive language
- Offensive body language and/or gestures

- Gambling
- Inappropriate sexual behaviour
- Inappropriate use of internet
- Assault
- Criminal activity
- Harassment
- Weapons
- Cheating
- Damage to property

Where a student does not comply with the student behaviour policy, Arrow Training Services will ensure procedures are followed to deal with inappropriate behaviour.

In the first instance, Arrow Training Services may:

- Organise a discussion with relevant student and trainer about the inappropriate behaviour/performance
- Provide a verbal warning on the inappropriate behaviour/performance
- Develop an action plan/agreement that notes the behaviour and plan to eliminate the behaviour

Support will be provided to the student through referral to any appropriate support services or counselling.

Misconduct and Disciplinary Arrangements

All decisions to discipline or suspend a student for misconduct or serious misconduct must be made according to the following policies and procedures.

'Misconduct' means wilful conduct by a student which is unsatisfactory.

'Serious misconduct' means serious misbehaviour of a kind which constitutes a serious impediment to the carrying out of a student's responsibilities; or

- Serious dereliction of tasks performed; or
- Conviction by a court of an offence
- Payment or other forms of inducement to vary the assessment results of the student.

Examples of 'serious misconduct' include:

- Theft
- Fraud
- Assault
- Serious harassment (including sexual harassment).
- Students under the influence of drugs and/or alcohol
- Criminal activity
- Weapons
- Cheating
- Damage to property

Any serious misconduct (as listed above) will result in a student automatically being expelled.

Confidentiality and Privacy

Arrow Training Services is committed to protecting the personal information that is entrusted to us. In accordance with the Federal Governments National Privacy Principles, all student records are treated with the utmost confidentiality and will not be accessible by any person outside Arrow Training Services other than the State Training Board for audit and statistical purposes.

Arrow Training Services, in upholding the legal obligations as set out in the Privacy Act 1998, must make every effort that personal information including the re-issuing of qualifications and Statements of Attainments is legitimately forwarded to the student to whom the records relate.

If you wish to access your own records, please ask your Trainer, who will be happy to help.

Student Support, Welfare & Guidance Services

Arrow Training Services aims to ensure all students are provided with the support needed to maximise their learning opportunities. An Arrow Training Services Trainer is able to provide referrals on request to a range of services and professional bodies and associations including personal and career advisory/counselling services.

Access to the Training Package

If you wish to access the Nationally Endorsed Training Package, please ask your Trainer, who will happily provide you with this. Alternatively you can also log onto www.ntis.gov.au to view relevant training packages.

VET Legislation

The VET sector framework is established by both State and Commonwealth legislation.

The Commonwealth Acts are:

- The Vocational Education and Training Funding Act 1992, which sets out the funding of VET in Australia

State	Authority & Legislation
New South Wales	<p>The NSW Vocational Education and Training Accreditation Board (VETAB) are responsible for regulating Registered Training Organisations (RTO's) in New South Wales.</p> <p>http://www.vetab.nsw.gov.au/</p>
Queensland	<p>The Training and Employment Recognition Council is responsible for a large number of activities including:</p> <ul style="list-style-type: none"> ▪ registration of training organisations ▪ registration, completion and cancellation of apprenticeships and traineeships ▪ course accreditation ▪ registration and regulation of vocational placements ▪ regulation of issuing qualifications and statements of attainment ▪ approving apprenticeship and traineeship programs ▪ determination of probationary periods and nominal timelines for apprenticeships and traineeships ▪ issuing skills recognition certificates ▪ providing strategic advice to the Minister on current vocational education and training issues and strategies ▪ recognition of group training organisations <p>http://www.trainandemploy.qld.gov.au</p>
South Australia	<p>The Training and Skills Commission (TASC) was established following the proclamation of the <i>Training and Skills Development Act 2003</i>. The Training and Skills Commission assists, advises and makes recommendations to the Minister for Employment, Training and Further Education (DFEEST) on matters relating to higher education, vocational education and training and adult community education. Training and Skills Development Act 2003.</p> <p>http://www.training.sa.gov.au/</p>
Victoria	<p>The Victorian Registration and Qualifications Authority (VRQA) are responsible for the regulation of all education and training providers in Victoria.</p> <p>http://www.vrqa.vic.gov.au/</p>

Western Australia	<p>The Training Accreditation Council (TAC) is Western Australia's State Registering/Course Accrediting Body and is responsible for quality assurance and recognition of vocational education and training services in Western Australia.</p> <p>This includes:</p> <ul style="list-style-type: none"> ▪ the registration of training providers; ▪ the accreditation of courses; ▪ the recognition of skills and qualifications; and ▪ providing policy advice to the State Training Board on recognition arrangements <p>http://www.tac.wa.gov.au/</p>
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The Department of Education, Employment and Workplace Relations (DEEWR) was created on 3 December 2007, bringing together elements of the former Departments of Education, Science and Training, Employment and Workplace Relations and the Youth and Early Childhood functions from the Department of Family, Housing, Community Services and Indigenous Affairs.

The department implements government policies and programs to provide education and training opportunities for all Australians, to increase employment participation and to ensure fair and productive workplaces. Education, training and workforce participation are central to our goal of building a productive and socially inclusive nation, one which values diversity and provides opportunities for all Australians to build rewarding social and economic lives. <http://www.deewr.gov.au/>³

There are laws to protect those involved in the training system from discriminatory behaviour and to ensure a safe workplace, including:

Equal opportunity legislation

This legislation makes discrimination and harassment in the provision of education, employment and the provision of goods and services unlawful.

Examples of Commonwealth equal opportunity legislation are the:

- Racial Discrimination Act 1984
- Sex Discrimination Act 1984
- Disability Discrimination Act 1984

³ <http://www.deewr.gov.au/>

Occupational health and safety law

Occupational health and safety laws apply to the workplace at all times including during periods of training. It is important to ensure that apprentices, trainees and other new staff understand principles of safety and health as they relate to the workplace. The Occupational Health and Safety Act 1984 provide that employers must:

- Provide and maintain a safe working environment and safe systems of work
- Provide information to employees in relation to health, safety and welfare in the workplace.

Fees and Charges

Your employer has elected to pay the fees and charges applicable to your traineeship. Please contact your Arrow Training Services trainer or your local Arrow Training Services office if you have any questions in regards to this.

Scope of Registration

Arrow Training Services is registered to deliver the following qualifications:

National Code	Description
Business Services	
BSB20101	Certificate II in Business
BSB30101	Certificate III in Business
BSB40101	Certificate IV in Business
BSB30201	Certificate III in Business Administration
BSB40201	Certificate IV in Business Administration
BSB41004	Certificate IV in Business (Frontline Management)
BSB51004	Diploma of Business (Frontline Management)
BSB20107	Certificate II in Business
BSB30107	Certificate III in Business
BSB30407	Certificate III in Business Administration
BSB31207	Certificate III in Frontline Management
BSB40207	Certificate IV in Business
BSB40507	Certificate IV in Business Administration
BSB40807	Certificate IV in Frontline Management
BSB50207	Diploma of Business
Customer Contact	
ICT20102	Certificate II in Customer Contact
ICT30102	Certificate III in Customer Contact
ICT40102	Certificate IV in Customer Contact
BSB20207	Certificate II in Customer Contact
BSB30207	Certificate III in Customer Contact
BSB40307	Certificate IV in Customer Contact
Financial Services	
FNS30107	Certificate III in Financial Services
FNS40107	Certificate IV in Financial Services
Retail Services	
WRR20102	Certificate II in Retail Operations
WRR30102	Certificate III in Retail Supervision
WRR30202	Certificate III in Retail Operations
WRR40102	Certificate IV in Retail Management
SIR20207	Certificate II in Retail
SIR30207	Certificate III in Retail
SIR40207	Certificate IV in Retail Management
Tourism and Hospitality	
THH21802	Certificate II in Hospitality (Operations)
THH33002	Certificate III in Hospitality (Operations)
Training and Assessment	
TAA40104	Certificate IV in Training and Assessment
Transport & Distribution	
TDT20102	Certificate II in Transport and Distribution (Warehousing and Storage)
TDT20202	Certificate II in Transport and Distribution (Road Transport)
TDT30102	Certificate III in Transport and Distribution (Warehousing and Storage)
TDT30202	Certificate III in Transport and Distribution (Road Transport)
TDT40102	Certificate IV in Transport and Distribution (Warehousing and Storage)
TDT40202	Certificate IV in Transport and Distribution (Road Transport)

TLI20107	Certificate II in Transport and Distribution (Warehousing and Storage)
TLI20207	Certificate II in Transport and Distribution (Road Transport)
TLI30107	Certificate III in Transport and Distribution (Warehousing and Storage)
TLI30207	Certificate III in Transport and Distribution (Road Transport)
TLI40107	Certificate IV in Transport and Distribution (Warehousing and Storage)
TLI40207	Certificate IV in Transport and Distribution (Road Transport)

Arrow Training Services: Code of Practice

Arrow Training Services is committed to providing quality, flexible and efficient education, and training and assessment services nationally.

This document details Arrow Training Services' Code of Practice and Ethical Standards of Operation.

General

Arrow Training Services will:

- Maintain adequate and appropriate insurance including public liability and Work Cover;
- Advise State Training Authority (STA) in writing within 10 working days of any change to the information contained in the Registration/Endorsement application;
- Provide all the STA or its agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement;
- Pay the STA all recognition fees within 30 days of these fees being due and payable.

Administration

Arrow Training Services will:

- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, complaints and the archiving of records. In the event that Arrow Training Services ceases operations, all records of student results, dating from the time the organisation became registered, for all training covered by the registration, will be sent to the OTTE on computer disk.
- Supply the STA as requested with delivery details for each course/Training Package qualification and module/unit of competence in the Scope of Registration and student details including enrolments, participation and completions in accordance with STA – AVETMISS requirements.
- Maintain confidentiality of all clients' records.

Course Delivery

Arrow Training Services will:

- Ensure that a current copy of the accredited course curriculum/endorsed Training Package and information regarding the program of study, availability of learning resources and appropriate support services are available to students;
- Ensure that training and assessment occur in accordance with the requirements of the accredited course/endorsed Training Package, and where appropriate the state or national guidelines for customising courses.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required customise courses.

Staff

Arrow Training Services will ensure that teachers and trainers have:

- Demonstrated competencies at least to the level of those being delivered;
 - Demonstrated achievement of at least *Certificate IV in Assessment and Workplace Training* or the equivalent; and
 - Industrial experience that is current and relevant to the particular courses/Training Packages or modules/units of competence that they are involved in delivering.
- Ensure that responsibility for the management of Recognition of Prior Learning applications and assessments are clearly identified and undertaken by the person or persons with relevant expertise;
- Ensure that responsibility for the management and coordination of training delivery, assessment staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

Training Environment

Arrow Training Services will:

- Comply with all laws relevant to the operation of training premises including occupational health and safety and fire safety regulations;
- Ensure the training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

Qualifications

Arrow Training Services will:

- Issue qualifications and/or statements of attainment to students who satisfactorily complete the requirements of the accredited courses/endorsed Training Packages within the Scope of Registration. Qualifications and Statements of Attainment will include the following:
 - Name of the provider as shown on the Certificate of Registration;
 - Name of the person receiving the qualification;
 - Name of the course/Training Package qualification as shown on the Scope of Registration;
 - Date issued;
 - Authorised signatory of the Registered Training Organisation.
- Imprint certificates with the nationally recognised training logo where courses are nationally recognised;
- Identify units of competency achieved on any certification issued in relation to courses based on national competency standards;
- Accept and mutually recognise the qualifications and Statements of Attainment awarded by any other Registered Training Organisation.

Marketing

Arrow Training Services will:

- Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons will be drawn with any other provider or course;
- Not state or imply that courses other than those within the Scope of Registration are recognised by the State Training Authority.

Recruitment and Selection

Arrow Training Services will:

- Advise prospective students of:
 - Scope of Registration;
 - Application processes and selection criteria;
 - Enrolment procedures
 - Fees and costs involved in undertaking training;
 - Qualifications to be issued on completion or partial completion of courses;
 - Competencies to be achieved during training;
 - Course information, including content and vocational/orientation procedures;
 - Complaint/appeal procedure;
 - Facilities and equipment;
 - Student support, welfare and guidance services
 - Flexible learning and assessment procedures;
 - Disciplinary procedures;
 - Recognition of prior learning (RPL) arrangements;
 - Provision for language, literacy and numeracy assessment
- Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses;
- Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

Student Complaints

Arrow Training Services will:

- Have a fair and equitable process for dealing with student complaints and appeals. (Refer to Appeal and Complaint Policy and Procedure document)

Quality Assurance and Improvement

Arrow Training Services will:

- Adopt a quality assurance and improvement system, which includes clearly documented procedures for managing and monitoring all training operations and reviewing student/client satisfaction.

Assessment

Arrow Training Services, regardless of whether through a training and assessment pathway or assessment-only pathway, will:

- Comply with the Assessment Guidelines included in the applicable nationally endorsed Training Packages or the assessment requirements specified in accredited courses;
- Lead to the issuing of a Statement of Attainment or qualification under the AQF when a person is assessed as competent against nationally endorsed unit(s) of competency in the applicable Training Package or modules specified in the accredited course;
- Comply with principles of validity, reliability, fairness and flexibility;
- Provide for applicants to be informed of the context and purpose of the assessment and assessment process;
- Where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job environment skills;
- Involve the evaluation of sufficient evidence to enable judgments to be made about whether competency has been obtained;
- Provide for feedback to the applicant about the outcomes of the assessment process and guidance on future options; and provide for reassessment on appeal.

Access & Equity

The goal of the Access & Equity Policy for Arrow Training Services is to maximise access, participation and outcomes for all students.

Principles

This Access and Equity Policy is based on the application of the following principles of:

1. Equity for all people through the fair allocation of resources and involvement in VET.
2. Equality of opportunity within the VET system for all people.
3. Access for prospective students to appropriate, quality VET programs and resources.
4. Increased opportunity for people to participate in the VET system.

Objectives

With these principles providing a basis for action, the objectives of Access & Equity Policy for Arrow Training Services are:

1. To incorporate access and equity principles and practices in key processes which affect the outcome for students and clients in the VET system
2. To achieve equitable access to VET and programs for all current and future students.

3. To encourage positive outcomes for student's and clients of VET by developing processes that will enable them to participate successfully in VET services and programs.
4. To develop quality support services which enhance client's and students' chances to achieve positive outcomes

Commitment

Arrow Training Services is committed to integrating Access and Equity principles within the services that we provide to our clients. All staff recognise the rights of students and / clients and provide information, advice and support that is consistent with our Core Business Values and this Code of Practice.

Regardless of cultural background, gender, sexuality, disability or age students have a right to study in an environment that is free from discrimination and harassment and to be treated in a fair and considerate manner while studying with us.

If at any time, you feel that we are not abiding by our Code of Practice then report your complaints or complaint to the training consultant or an Arrow Training Services representative, or complete our complaints and complaint form.