

**ARBTRACK**  
AUSTRALIA

Student Information Handbook

2022



**Delivering Excellence in Arboriculture Training**

V22.00.00 Feb 2022

Produced by Arborlec Australia Pty Ltd, trading as ArbTrack Australia.

© ArbTrack Australia Pty Ltd, Victoria.

This work is copyright. It may be reproduced in whole or in part for study or training purposes, subject to the inclusion of an acknowledgement of the source. Apart from any use permitted under the Copyright Act 1968, it is not to be used for commercial use or sale.

Requests for other use should be addressed to:

Compliance Administrator  
13/17-23 Keppel Drive  
Hallam, VIC 3803

Version: 22.00.00  
Date accepted: Feb 2022  
Authorisation: CEO.

File Location: W:\Arbtrack\4 Templates and Masters\1 Admin office templates\Student Information Handbook - Feb 2022.docx

# Contents

<b>Student Information Handbook .....</b>	<b>1</b>
<b>Contents.....</b>	<b>3</b>
<b>Welcome.....</b>	<b>5</b>
Quality Learning Environment .....	6
Acknowledgment .....	6
Child Safe Environment.....	6
<b>1. My ArbTrack.....</b>	<b>7</b>
Orientation.....	7
My Rights & Responsibilities.....	7
What to Bring?.....	8
Feedback.....	8
Entry Requirements .....	8
Change of Ownership or Third Party Arrangements .....	9
Emergencies .....	9
<b>2. My Training.....</b>	<b>10</b>
Access & Equity.....	10
Learning Pathways.....	10
Assessment.....	10
Re-Assessment.....	11
Appeals.....	11
External Appeals.....	11
Support Services / Learner Support.....	11
Units of Competency .....	13
In Transition .....	13
Course Results .....	13
Transfers.....	13
Recognition.....	14
Sustainability.....	14
Withdrawing? .....	14
The USI Number .....	14
<b>3. Online Training and Assessment .....</b>	<b>16</b>
<b>4. My Finances.....</b>	<b>17</b>
Payment Methods.....	17
Other Fees.....	17
Recognition of Prior Learning & Assessment Only.....	17

Re-Assessment.....	17
Late Payments.....	17
Refunds.....	18
Cooling Off Period .....	18
<b>5. My Conduct .....</b>	<b>19</b>
Privacy.....	19
Children Studying with ArbTrack.....	19
Harassment .....	20
Workplace Health & Safety .....	21
Alcohol & Other Drugs.....	22
Environmental Considerations.....	22
Plagiarism.....	22
Smoking .....	23
Protection of Children and Young People .....	23
<b>Useful Websites .....</b>	<b>24</b>
<b>Contact Details .....</b>	<b>24</b>
Training and Assessment Staff:.....	24

# Welcome

The arboricultural and power line clearance industries provide unique, highly skilled but highly dangerous situations that if not responded to correctly can lead to injury or even death.

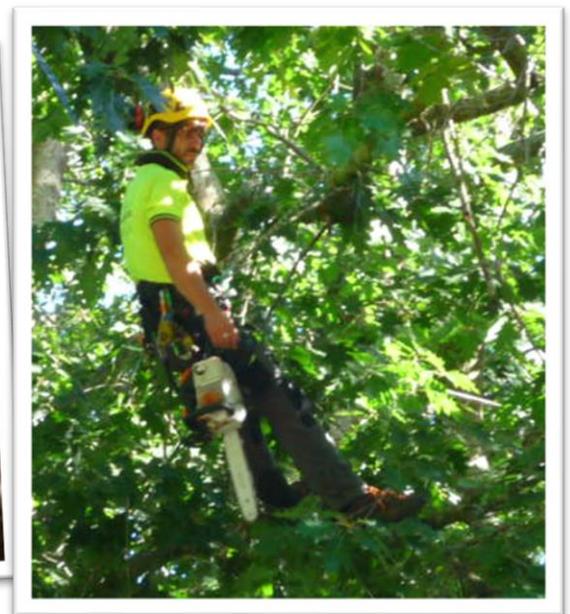
It is my intention to provide the industry with the very best training possible; by using the best trainers, the best assessors and the latest information. I believed then, and still do now, that education is the most powerful way to increase safety to all Arborists and the public.

I also want to help Arborists develop their profession into the highly skilled career it is today. It has been through many long hours that dedicated Arborists have finely tuned their craft to ensure maximum outcomes for trees, their clients, and themselves.

I am pleased to have you on board with ArbTrack Australia, and trust you will find your learning experience to be of high quality, exceptional standard and always useful. Together, we will take you through your own track to professional arboriculture.

Lee Merrifield

Managing Director



## Quality Learning Environment

ArbTrack is committed to the timeless values of quality, continuous improvement, equal opportunity and flexibility.

All trainers/assessors are current in their skills and knowledge, highly proficient, and always professional. They are industry recognised leaders in their field, with decades of hands-on work experience.

As a candidate, you can be assured that you will receive the most up to date training materials, and be using the newest equipment and machinery during practical sessions.

We are always aware of the safety of our candidates and staff. Much of the training and assessment revolves around highly dangerous and hazardous machinery and situations. ArbTrack staff take your safety seriously. If at any point the ArbTrack staff member judges a situation to be too dangerous, they will take immediate steps to reduce the risks.

Occupational health and safety is an integral part of the operations of ArbTrack. Both as a group and as individuals we aim to eliminate work related injuries and illness through continual improvement and the setting of safety objectives. We are committed to complying with all applicable OH&S, Quality & Environmental legislation. ArbTrack is committed to the compliance of all training and assessment.

## Acknowledgment

ArbTrack respectfully acknowledges and celebrates the Traditional Owners of the lands throughout Australia and pays its respects to their Elders, children and young people of past, current and future generations.



## Child Safe Environment

Children and young people have a right to be safe and protected at all times, including when accessing services in the community. At ArbTrack, we ensure that:

- Staff, volunteers, parents, guardians, carers and children are committed to the safety of children,
- Appropriate standards of behaviour and practices have been developed for our staff when working and volunteering with children
- Staff and volunteer awareness of risks to children and the strategies in place to minimise them have been developed,
- Staff and volunteer knowledge is built upon of how to identify suspected child abuse or neglect and respond appropriately.

ArbTrack has a strong Code of Conduct surrounding the empowerment and protection of children and young people.

## **Zero Tolerance**

ArbTrack embrace their responsibilities regarding the provision of a safe and healthy workplace and have developed a Child Protection Policy to ensure all persons under the age of 18 years are not exposed to treatment of a verbal, visual or physical nature that is deemed to be inappropriate or improper.

ArbTrack also have the same expectation for all their employees and contractors when working directly or indirectly for ArbTrack.

ArbTrack also have the expectation that all their employees and contractors will maintain the same standard of behaviour when not working directly or indirectly for ArbTrack.

## **Commitment to a Child Safe Environment**

ArbTrack have a commitment to ensure the 'Victorian Child Safe Standards' as well as other State, Territory and National Standards (where applicable) relating to the health and safety of persons under the age of 18 years of age are adhered to as a minimum requirement, and have implemented systems to ensure this.

These standards and systems also relate to culturally and linguistically diverse backgrounds as well as those with disabilities. It is the aim of ArbTrack to provide a culture with our workplace and associated workplaces that provide an environment where persons under the age of 18 years will feel safe and will give them their rightful security.

# 1. My ArbTrack

ArbTrack Australia is responsible for the quality of the training and assessment in compliance with the Standards and for the issuance of the AQF certification where applicable.

## **Orientation**

The training offered by ArbTrack is in the form of short courses. The duration of these courses is anywhere from a day to ten days depending on the course and the experience level of candidates.

As such, orientation is a flexible, dynamic process that begins with enrolment. This student information handbook is given to all new candidates and you are encouraged to read through it carefully.

## **My Rights & Responsibilities**

When you sign your enrolment form and pay your fees, you make an agreement with ArbTrack Australia that you will follow and abide by ArbTrack policies and procedures. The following is a summary of your rights and responsibilities as an enrolled candidate:

I must:	I must not:	I have the right to:
<ul style="list-style-type: none"> <li>✓ Treat all staff, candidates and the general public with respect, fairness and courtesy.</li> <li>✓ Be punctual and regular in my attendance.</li> <li>✓ Submit my assessment tasks by the due date or ask for an extension of time.</li> <li>✓ Contribute equally to any group assessments which receive a group mark.</li> <li>✓ Wear appropriate footwear to all training and assessment events – barefoot is not permitted.</li> <li>✓ Use protective equipment where required and follow all workplace health and safety (WHS) instructions.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Plagiarise, collude or cheat in any assessment event or examination.</li> <li>✗ Use offensive language.</li> <li>✗ Smoke in any designated non-smoking areas.</li> <li>✗ Litter.</li> <li>✗ Use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded.</li> <li>✗ Damage, steal, modify, misuse, waste or pollute ArbTrack property.</li> <li>✗ Be under the influence of alcohol or illegal drugs in the learning environment.</li> <li>✗ Engage in behaviour that may offend, embarrass, threaten or harm other candidates, staff or the general public – including SMS messaging or any form of cyber bullying.</li> </ul>	<ul style="list-style-type: none"> <li>☺ Be treated fairly and with respect by teachers, other staff and candidates.</li> <li>☺ Learn in an environment free of discrimination and harassment.</li> <li>☺ Pursue my educational goals in a supportive and stimulating learning environment.</li> <li>☺ Have my ArbTrack Australia record and personal information stored and maintained in a confidential, secure and professional manner.</li> <li>☺ Receive information about assessment procedures and my progress in the course in a timely and professional manner.</li> </ul>

## What to Bring?

At the commencement of your course, your trainer will cover essential information about your course and assessment. This will aid you in a learning experience which is safe, successful and rewarding.

If at any time you are unsure, or have a query, please speak to your trainer or one of our friendly administration team. We are here to help!

Every course with ArbTrack requires specialised tools and/or equipment. Whilst most of this is covered by ArbTrack or your employer, you will need to bring your own note pad and pen to your courses.

Some courses have additional requirements. For example, the Worksite Traffic Management course will require you to bring your own high-visibility Australian Standard approved vest. But don't worry – you will be informed of these requirements when enrolling.

You will also need to bring your own lunch, though morning tea and afternoon tea is usually provided.

## Feedback

If you have a complaint or if we fail to meet your expectations in any way, we encourage you to express your concerns to a staff member. All members of staff can advise you on the process. Feedback Forms are available from the office or downloadable from [www.arbtrack.com.au](http://www.arbtrack.com.au).

## Entry Requirements

All of Arbtrack's courses have entry requirements. Whilst ArbTrack encourages participation from people of all cultural and linguistic backgrounds, to help ensure safety of all participants, trainers/assessors, and the public, it is

important to meet the entry requirements. You can read all about the entry requirements on the website, the Course Guide, or by asking the office.

For the majority of courses, learners need to be able bodied and must have full use of all limbs. Learners must have good hearing, or wear a hearing aid device to allow them to easily communicate with other personnel. Learners must have good vision, and if corrected vision then they must wear their prescription glasses/contact lenses to the course, including using prescription safety glasses for chainsaw operation. Learners must be in a fit state for work. Learners must understand and speak the English language fluently.

Other requirements exist for specific courses. Please speak to your ArbTrack trainer or staff member for more detailed requirements.

## Change of Ownership or Third Party Arrangements

Should ArbTrack change ownership, or third party arrangements, you will be notified as soon as possible, and alternative training arrangements will be made.

## Emergencies

ArbTrack uses many different venues for training and assessment, including work depots and “on-the-job” activities. As such, the emergency procedures may differ between locations. It is important to familiarise yourself with the specific emergency plan for your venue. Your trainer will also explain the emergency procedure at the commencement of your training.

### First Aid

Every ArbTrack trainer and assessor is qualified in Level 2 (Senior) First Aid and carries a comprehensive first aid kit at all times. If you need first aid, contact your trainer (or ask a fellow candidate to contact).

### Student to Trainer ratios

Due to the high risk nature of the courses we run, ArbTrack has carefully considered the student-to-trainer ratio for each course. You will find this information in the Course Guide or the website.

### Safety

We are committed to your safety. Please follow all safety directions from your trainer at all times.



## 2. My Training

ArbTrack is responsible for the compliance of your training and assessment.

### Access & Equity

Only candidates who meet the eligibility criteria for training program entry as set out in the training package or accredited training program will be accepted.

Where candidates do not have the prerequisite requirements, they may be offered an alternative training program more appropriate to their skill level.

Where there are more candidates meeting training program entry requirements than there are available places, candidates will be accepted on a 'most appropriate for the position and location criteria'. Persons not accepted on this basis will be placed, in order, on a waiting list in case one or more persons accepted into the program subsequently withdraw.

Acceptance into a course of study with ArbTrack Australia Pty Ltd is confirmed when the candidate has completed an enrolment form online and paid the relevant course fees or signed and submitted the enrolment form together with the course fees to the Business Manager.

### Learning Pathways

There are various learning pathways available to help you achieve your goals. The skills and knowledge you gain during your career and education are recognised and can be credited towards future studies and qualifications. If you would like to increase your knowledge and skills, please talk to our friendly office administration team, or your trainer.



### Assessment

At the beginning of each course your trainer will explain how you will be assessed, and when. They will also remind you of your rights of appeal.

Before your assessment, your assessor will give you a copy of the Student Assessment. This tells you how you will be assessed. You must read the information and let your trainer know if you have any concerns about the nature or timing of assessment events. You must submit assessment work and attend scheduled assessment events on the specified dates.

Successful applicants will receive a Statement of Attainment for nationally recognised training, or a Statement of Attendance for non-nationally recognised training. Please note it can take up to 30 days for the certificate or card to arrive.

## Re-Assessment

ArbTrack allows for candidates to be re-assessed, should they be deemed not yet competent on their first assessment attempt. However, as each course is different in complexity and risk, it is important to contact either your trainer or ArbTrack Administration regarding the exact rules surrounding re-assessment. You will also find detailed instructions about re-assessments in the "Assessment Instructions to Students" in the front section of your assessment.

All candidates are offered two re-assessments at no cost, however if the final re-assessment still returns a result of Not Yet Competent, then you will need to re-enrol into the training again. This would also mean you will need to pay the unit enrolment fee.

## Appeals

If you wish to appeal an assessment, we encourage you to talk to your assessor in the first instance. Where appropriate the assessor may decide to offer a re-assessment, which is at no cost to you. All candidates are offered two re-assessments at no cost, however if the final re-assessment still returns a result of Not Yet Competent, then you will need to re-enrol into the training again. This would also mean you will need to pay the unit enrolment fee.

After re-assessment if you are unsatisfied at the outcome, you can formally lodge an appeal in writing to the CEO who notifies the Training Manager to provide details from the assessor involved and any other relevant parties. An acknowledgment in writing will be sent to you from the CEO. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by another assessor appointed by the CEO.

You shall be notified in writing of the outcome with reasons for the decision by the CEO. This will also include the option of using the external appeals process if you are not satisfied with the outcome. You are required to notify ArbTrack in writing if you wish to proceed with the external appeals process.

## External Appeals

If you are still dissatisfied with the decision of ArbTrack, you may wish to refer the matter to an external independent / third party mediator. Appeals can relate to assessment decisions but they can also relate to other decisions, such as a decision to exclude a candidate from a program. Candidates and associated clients should be encouraged to resolve complaints and appeals through the complaint mechanisms. If they are not satisfied with the outcomes of these processes, they should be referred to the state or territory registering body.

Where a decision or outcome is in favour of the candidate, ArbTrack shall follow the required action and recommendation from the third-party mediator to satisfy the candidate's appeal as soon as practicable.

## Support Services / Learner Support

Occupational health and safety is an integral part of the operations of ArbTrack. Both as a group and as individuals we aim to eliminate work related injuries and illness through continual improvement and the setting of safety objectives. We are committed to complying with all applicable OH&S, Quality & Environmental legislation.

Where an individual has difficulty completing the enrolment form (that is, the Business Manager is informed by the candidate that they need assistance) the Business Manager will inform the relevant trainer/assessor that there is a need for reasonable adjustment for an individual. The trainer/assessor considers the range of alternate training and/or assessment strategies and seeks approval from the Training Manager and obtains agreement with the candidate before implementing.

Candidates will be informed of safety measures and processes through the induction process. When booking into the course, candidates will also be advised of:

- Emergency Services contact details
- Safety Tips
- Venue directions if required

The candidates will also be briefed, one-on-one, by their trainer on the day of training.

If a Trainer/Assessor identifies any risk associated with one or more candidates' safety during training and/or assessment, the Trainer/Assessor assesses and manages the risk in conjunction with the Safety policy and procedure (refer following pages).

We also share a duty of care to our fellow workers and the public, and as such have common law responsibilities.

Reasonable adjustments are made to ensure that a participant is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment.

The learning need that forms the basis of any adjustment to the training program will be identified and appropriate strategies will be agreed with the student. Any adjustments will be recorded in the student file and will not compromise the competency standard.

A legislative and regulatory framework underpins and supports the delivery of vocational education and training across Australia. Under this framework, providers of vocational education and training must take steps to ensure that learners with recognised disabilities can access and participate in education and training on the same basis as learners without disabilities.

Sometimes reasonable adjustments, are made to the learning environment, training delivery, learning resources and/or assessment tasks to accommodate the particular needs of a learner with a disability. An adjustment is reasonable if it can accommodate the learner's particular needs, while also taking into account factors such as: the views of the learner; the potential effect of the adjustment on the learner and others; the costs and benefits of making the adjustment.

Adjustments must:

- be discussed and agreed to by the learner with a disability;
- benefit the learner with a disability;
- maintain the competency standards; and
- be reasonable to expect in a workplace.

Adjustments are not required if they could:

- cause ArbTrack unjustifiable hardship; and/or
- harm other learners.

Making reasonable adjustments requires ArbTrack to balance the need for change with the expense or effort involved in making this change. If an adjustment requires a disproportionately high expenditure or disruption it is not likely to be reasonable.

A disability presents some impairment to everyday activity. Some people with a disability do not have any impairments resulting from their disability. For example, a person who has a hearing impairment which is compensated for by a hearing aid may function without any adjustments. While some people with a disability may have an impairment because of the environment, not the disability itself. For example, hearing loss can be accentuated in a room with loud, competing noise and poor acoustics.

A disability may affect or relate to a range of human functions, including mobility, stamina, lifting ability, memory, vision, hearing, speech, comprehension and mood swings. This may be due to accidents, illnesses or birth.

It is important to remember that it is not the disability itself that should be of interest but its impact on the student's ability to access material and demonstrate knowledge.

Training providers have a legal obligation under the Disability Standards for Education to ensure that students who have a disability are able to access and participate in education without experiencing discrimination. The information provided below is aimed at assisting teachers/trainers to meet the reasonable adjustment needs of people who have a disability.

## Units of Competency

We encourage all students to view the competency information for their course by going to [training.gov.au](http://training.gov.au) and searching for the unit code. This information is also available in the front of every workbook.

## In Transition

Each Australian industry regularly reviews the training package qualifications needed for employment. The current version of a qualification is always published on [training.gov.au](http://training.gov.au).

All providers of vocational education and training need to make sure they deliver the current qualification as determined by industry.

When a course is superseded and replaced by a new qualification, we have 12 months to help you complete the old course.

In exceptional cases this can be extended by another 6 months. Once that time is up, we must make sure that all candidates have been transitioned to the new qualification. Often, the new course has equivalent outcomes to the old course and you will not need to complete any more study than you would have done in the old course. Sometimes, there are additional new units that you may need to complete, at the request of industry. Without these additional components, you would not meet the latest industry standards.

## Course Results

Transcripts of your academic record are posted to you (or your nominated address) within thirty days of the last day of assessment. Make sure you keep copies of your transcripts to show employers because they show the names of all of the units of competency you have enrolled in and the results you have achieved. The enrolment form has an option to have certificates posted to a different address than your home one.

NB: Your transcript and/or certificate will be withheld if you have any course fees outstanding, or have not supplied ArbTrack with your USI (Unique Student Identifier) number.

## Transfers

You can apply for a course transfer if:

- You have requested a transfer in writing, **or**



- ArbTrack has had to cancel your original course.

Only one transfer is permitted, and must be used within twelve months.

## Recognition

ArbTrack Australia recognises the Australian Qualifications Framework (AQF) units of competency, qualifications and statements of attainment issued by all Registered Training Organisations (RTOs) in Australia. Skills and knowledge that you may have gained through previous studies with TAFE or other RTOs and through work and life experiences will be recognised.



You do not have to study the units in your course for which you receive Recognition. Advanced Standing is granted for these units and will count towards course completion. If you believe that you may qualify for a whole course by Recognition, you can apply for 100% Recognition through the Recognition procedure. Fees are payable for this service.

Information about how to apply for Recognition is available from your trainer or the office on (03) 9707 5602.

## Sustainability

Recognising the relationship between people, planet and profile is the first step in surviving and thriving in the new low carbon economy. Vocationally oriented training that fast tracks your skills in sustainability is essential, no matter what your chosen career. All of Arbtrack's courses include an environmental and/or sustainability focus to help you identify ways to save money, comply with regulations and improve environmental and social outcomes.

Sustainability is and always will be a part of everyday life. Your studies and everyday activities at ArbTrack, work and home can help create a better world.



## Withdrawing?

Are you considering withdrawing from your course? Talk to your trainer, the administration staff, or the Training Coordinator about support to help you complete your course.

## The USI Number

The Unique Student Identifier is compulsory for all students. It is made up of numbers and letters and gives students access to their USI account. A USI will allow an individual's account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications. The USI is available online and at no

cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed after 1 January 2015.

### 3. Online Training and Assessment

Selected courses and units of competency have been made accessible via ArbTrack's Learning Management System (LMS) Cloud Assess. Our staff and trainers will determine whether it will be suitable for you to undertake your assessment via the LMS, this may consist of:

- Complete assessment
- Blended assessment (combination of online and face to face training/assessment)

For units of competency that include a practical component, this will be undertaken face to face at a suitable location to complete the practical assessment

To access the LMS system, you must:

- Have suitable access to technology (smartphone, tablet, PC)
- Access to internet / wi-fi services
- A valid email and/or mobile phone number

Unless otherwise specified, students will have a total of 10 days to complete their assessments.

Students are given 2 attempts to achieve a satisfactory result, and will be given feedback to assist them with their final attempt (if needed). Should a student not be able to achieve a satisfactory result, a trainer/office staff will be in touch with you to discuss your options, this may include:

- Taking part in face-to-face training
- An additional attempt (at the discretion of the trainer/assessor)

Once you have access to Cloud Assess, there is a comprehensive learning guide and help centre via the platform that will be available to you should you require any technical support. ArbTrack is limited in the technical support it is able to provide.

If you are experiencing any difficulty in completing the assessment/s due to the content, please contact the office to put you in touch with a trainer.

If you no longer wish to complete your assessment online, please contact the office as soon as possible to make alternate arrangements (additional costs may apply)

You will only be authorised to access Cloud Assess during a current enrolment

The appeals, external appeals, support services/learner support, course results policies as listed within section 2 continue to apply.

## 4. My Finances

### Payment Methods

At ArbTrack we try to make paying your fees as easy as possible. We have the following payment options available:

- By direct bank deposit
- By credit card (VISA or MasterCard)
- Purchase Order (approved clients only)

If you are unsure how to pay your fees, please contact the office. Remember your place in the course is not confirmed until payment is received.



You will never be asked to pay for more than \$ 1500.00 at a time.

If you book privately into a course costing more than \$ 1000, you are required to pay an initial deposit of \$ 1000 at least 5 business days prior to course commencement. The balance of course fees are paid in regular instalment payments after the course commences ensuring that, at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to you does not exceed \$ 1500.00.

### Other Fees

Your course fees cover all tuition, course workbooks, assessment, printed statement of attainment or testamur and refreshments. Please note: you will be required to provide for your own lunch and travel expenses.

Should you request a replacement printed statement of attainment or testamur, there is an administration fee of \$45.00 which includes GST. If you would like your replacement posted, the postage will be calculated upon request.

### Recognition of Prior Learning & Assessment Only

Should you wish to be assessed only for a unit or group of units, you may do so through the RPL procedure. This means you will be assessed for your prior learning and experience. This cost is varied per unit, plus any travel expenses incurred by the assessor. Please call the office to discuss this in more detail.

### Re-Assessment

Re-assessments may be conducted on the same day, or there may be a requirement with some units (due to the high risk nature of the work) that re-assessment must occur at least two weeks later (but no greater than six weeks later). There is no charge for the first re-assessment attempt.

Any further re-assessments will require re-enrolment and full course fee payment.

If you are unsure, please speak to your trainer or assessor.

### Late Payments

Late payments may incur additional fees

## Refunds

Should ArbTrack need to cancel your course due to insufficient numbers, you will receive a full refund of your fees paid.

If you decide to withdraw from your course and provide 5 business days' written notice to ArbTrack, you will receive a full refund of your fees paid. If less than 5 business days' notice is given, then no refund is available. You may however transfer to another equivalent course that is being run within the following twelve months. See the section on Transfers, on page 13.

## Cooling Off Period

Once full payment has been made, or the Course Agreement signed and dated, whichever occurs first there is a 24-hour cooling off period during which you may withdraw/cancel your course and receive a full refund.

# 5. My Conduct

## Privacy

The Privacy and Personal Information Act 1998 (“Privacy Act”) establish safeguards to protect all personal information held by ArbTrack Australia. Personal information is information or an opinion that identifies a person.

The Act requires schools and TAFE Colleges to meet requirements of the legislation in relation to:

- collection
- access
- alteration
- storage
- use
- disclosure of your information.

As part of our commitment to your privacy, we will never release your information to a third party (eg: your employer, friend or family) without your prior written consent. We will also decline any request over the phone or by email without your written consent – even if it is you on the telephone. We take privacy seriously.

Candidate information will be securely stored by ArbTrack for the purposes of providing training and assessment services, and will be made available upon written consent from the candidate. ArbTrack will not disclose personal information to any third party unless required to by law. ArbTrack will however provide general information about studies, candidate progress and competency outcomes to employers (if employer has requested and funded the course) and is bound to release candidate names, dates of birth, contact details and statistical information to the relevant State and National Government bodies for the purpose of auditing, regulation of training, obtaining feedback and as statistical information.

## Children Studying with ArbTrack

“All children should be given the opportunity to reach their full potential and participate in society irrespective of their family circumstances and background.” *The Act, 5(1)(b)*

Candidates who are under 18 years of age are welcome as students with ArbTrack Australia. ArbTrack is a family owned and operated business and as such respect the importance of maintaining the highest possible standards when dealing with persons under the age of 18 years and has zero tolerance to anything less.

As a provider of training to under 18 year olds, ArbTrack abides by the Child Safety Standards as outlined by the Commission for Children and Young People from the Victorian State Government (Department of Health and Human Services). The following section addresses each of the seven standards, including the three underlying principles of:

1. Promoting the cultural safety of Aboriginal children
2. Promoting the cultural safety of children from culturally and/or linguistically diverse backgrounds
3. Promoting the safety of children with a disability

The child safe standards are a central feature of the Victorian Government’s response to the Family and Community Development Committee of the Victorian Parliament’s *Betrayal of Trust: Inquiry into the Handling of Child Abuse by Religious and Other Non-Government Organisations* (Betrayal of Trust Inquiry).

The aim of the child safe standards is to protect children from abuse in organisations. Under the Act (*Child Safety and Wellbeing Act 2005*) there are five categories of abuse; physical violence, sexual offences, serious emotional or psychological abuse, and serious neglect.

Those enrolled in WorkSafe Licencing courses must be at least **18 years of age**

If you would like to read more about the environment ArbTrack fosters to help ensure all children are given the opportunity to reach their full potential and participate in society irrespective of their family circumstances and background, please ask to see the ArbTrack Operations Manual which contains a full chapter on the Child Safety Standards.

## Harassment

There are two different legal definitions of harassment, namely non-sexual and sexual harassment, and six different types of abuse and forms of harm.

Non-sexual harassment is any form of behaviour that:

- the other person does not want and does not return, or
- offends, humiliates or intimidates them, including on the grounds of the physical characteristics such as height and weight, or
- targets them because of their race, sex, pregnancy, marital status, transgender (actual or presumed), homosexuality (actual or presumed) or disability (actual or presumed).

Sexual harassment is any form of sexually related behaviour that:

- the other person does not want and does not return, or
- offends, humiliates or intimidates them, or
- in the circumstances, a reasonable person should have expected would offend, humiliate or intimidate them.

It is also against the law for anyone to:

- victimise anyone because they complained about harassment, or
- victimise anyone because they supported someone who complained about harassment.

In both cases, this covers someone complaining internally within ArbTrack Australia or someone who complains externally to the relevant anti-discrimination or equal opportunity organisation.

Harassment can take many forms. Depending on whether the behaviour is welcome or not, any of the following could amount to a type of harassment:

- material that is racist, sexist, ageist, sexually explicit, anti-gay, anti-transgender that is displayed publicly, circulated or put in someone's workspace or belongings, on a computer (including e-mail) or fax machine, or on the internet including social media platforms
- verbal abuse or comments that put down or stereotype people generally, or an individual particularly, because of their sex, pregnancy, race, homosexuality, disability, transgender (transsexual), age or marital status
- jokes based on gender, race, marital status, homosexuality, disability, age or transgender (transsexual). There is a difference between harmless humour which may refer to gender, race and so on, and using a racist or sexist joke to have a "dig" at someone (and therefore to harass them). If this difference is not clear or if someone is offended, the behaviour should stop immediately
- offensive gestures
- ignoring, isolating or segregating a person or group
- referring to a person who is transgender by their previous name or gender, or calling the person "it"
- staring or leering in a sexual manner
- sexual or physical contact, such as grabbing, kissing or touching
- intrusive questions about sexual activity
- unwelcome wolf whistling
- repeated sexual invitations when the person has refused a similar invitation before

### Does there have to be more than one act for it to be harassment?

Harassment does not have to be a series of incidents or even an ongoing pattern of behaviour. Just one act can be enough to amount to harassment.

### Do you have to say “no” for it to be classed as harassment?

Someone does not have to say “no” before any particular type of behaviour or action can be considered harassment.

### How can you tell if a particular action or behaviour is harassment or not?

It will always depend on the particular circumstances or situation.

There is no objective test of non-sexual harassment, only a subjective one of how the behaviour affected the person it was directed towards. If:

- they did not want it, or
- they felt humiliated, intimidated or offended, or
- the behaviour was either sexual, or targeted them because of their or a relative’s or colleague’s sex, pregnancy, race, age, homosexuality (actual or presumed), disability (actual or presumed) or transgender (actual or presumed), or
- in the circumstances, a reasonable person should have expected that the behaviour would humiliate, intimidate or offend.

For sexual harassment it may be unlawful if:

- the behaviour is in any way sexual, or
- the person claiming the harassment did not want it, or
- the person claiming the harassment felt humiliated, intimidated or offended.

### What should I do if I feel that I have experienced harassment?

If you feel that you are being harassed, you may choose to let the other party know that their behaviour is unacceptable and that you want it to stop. Usually this is enough to ensure that the action or behaviour stops. However, you may also choose to discuss the situation and seek further advice and information from:

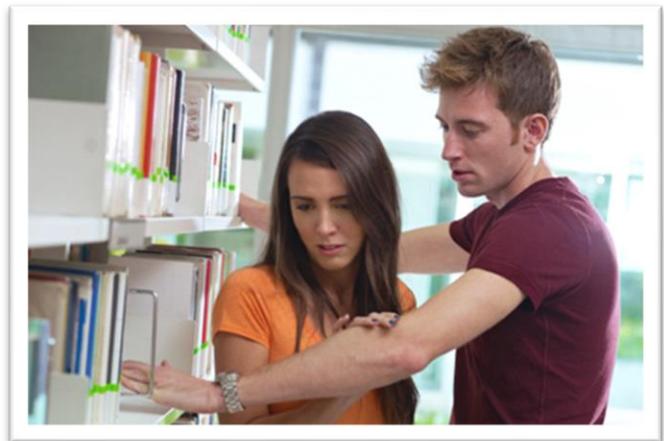
- Your teacher or assessor
- ArbTrack management

As a candidate if you wish to lodge a formal complaint you should complete the relevant form, which can be obtained from any ArbTrack staff member.

## Workplace Health & Safety

ArbTrack Australia has a duty of care to ensure the health, safety and welfare of all employees, candidates and visitors. When you enrol you will be told about any protective clothing and equipment you need for your course.

During the orientation process you will be given information about what to do in an emergency or if you are injured and need first aid. In your course, you will learn about workplace health and safety relevant to your industry area.



- You are required by law to take reasonable care for the health and safety of others in the workplace and during training/assessment.
- You must not interfere with or misuse anything provided for you in the interest of health and safety.
- You should report any safety issues or concerns to your teacher or ArbTrack staff as soon as possible including situations where your level of distress is making you feel unsafe or you feel another candidate may need assistance due to their level of distress.

It is a compulsory requirement of some courses that Personal Protective Equipment is worn for all practical learning environments. For further information, talk to your teacher, or any ArbTrack staff member.

## Alcohol & Other Drugs

ArbTrack Australia has an Alcohol and Other Drug Policy and Guidelines.

It is based on the principle of harm minimisation and promotes the safety and welfare of all candidates and staff in their learning and workplace environments. We recognise that many factors can contribute to alcohol and other drug use, and seek to respond to these with health promotion and early intervention approaches.

**ALCOHOL AND ILLICIT DRUG USE DURING ARBTRACK TRAINING OR ASSESSMENT ACTIVITIES IS NOT PERMITTED.**

Such use may compromise safety and place both candidates and staff at risk of harm. Staff have a duty of care to candidates and therefore have the right and responsibility to discuss possible alcohol and/or other drug concerns with them. Staff also have the right to ask a candidate to leave their class and the training/assessment venue if the candidate is affected by alcohol and/or other drugs. Staff may contact a candidate's employer to discuss any concerns.



## Environmental Considerations

Many of the classes and activities carried out by ArbTrack Australia have the potential to impact on the environment, for example through air, noise or water pollution, the unnecessary use of resources (including energy and water) and the generation of waste.

All candidates and staff are encouraged to minimise and prevent pollution, minimise use of resources and report environmental incidents (including leaks and spills) immediately to any ArbTrack staff member.

## Plagiarism

Plagiarism is the act of copying and using another person's expressions or ideas, without acknowledging them. Unintentional plagiarism arises due to candidate confusion over how and where to reference, poor information literacy skills and confusion over the difference between copyright and common knowledge information. Intentional plagiarism involves the deliberate act of presenting someone else's work/ideas as if it were your own. Current technology makes such responses easy e.g. with cut and paste.

Candidates are required to:

- Be aware of their responsibilities in regard to plagiarism
- Reference all assignments for submission appropriately
- Seek advice and support from ArbTrack teachers and administration staff.

All staff follow a documented process for the management of candidate plagiarism.

## Smoking

ArbTrack has a legal obligation to maintain a smoke-free environment. You must not smoke in buildings, lifts and stairwells, on balconies, at entrances, under awnings or within 4 metres of a pedestrian access point to a building (in most states). Under no circumstances is smoking permitted in outdoor classes. In some classes, the geography means that only a limited number of designated smoking areas can be provided and you must not smoke in other places.

## Protection of Children and Young People

ArbTrack Australia is committed to promoting the safety, welfare and well-being of children and young people (defined as people under 18 years of age). They may be candidates, apprentices or trainees in schools, colleges, workplaces or programs conducted by ArbTrack or under the auspices of ArbTrack.

ArbTrack employees are required, by law, to report children and young people suspected to be at risk of significant harm to the Police.

# Useful Websites

**DEET:** The Australian Government Department of Education is responsible for national policies and programmes that help Australians access quality and affordable child care; early childhood education, school education, post-school, higher education, international education and academic research.

[http:// education.gov.au](http://education.gov.au)

**Easy Bib:** An automatic bibliography citation maker. The site automatically formats sources in MLA, APA, and Chicago style for research papers.

<http://www.easybib.com/>

**Evernote:** Post-its are a thing of the past - save your ideas, things you see, and things you like. Then find them all on any computer, phone or device you use for free.

<http://www.evernote.com/>

**Google Docs:** Group projects just got a whole lot simpler. Create and share your work online and access your documents from anywhere.

<http://www.docs.google.com/>

**Lifeline:** Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services.

<http://www.lifeline.org.au>

**Mensline:** A dedicated service for men with relationship and family concerns.

<http://www.dvrcv.org.au/mensline>

**Reach Out:** A support site loaded with resources for those with a disability, or supporting someone else with a disability.

<http://au.reachout.com/disability>

# Contact Details

During your time with ArbTrack Australia you may need to contact administration or your trainer. You are welcome to contact ArbTrack at any stage of your course; we'd love to help.

Ph: 03 9707 5602

Email: [enquiries@ArbTrack.com.au](mailto:enquiries@ArbTrack.com.au)

Post: 13/17-23 Keppel Drive, Hallam VIC 3803

# Training and Assessment Staff:

Your trainer will provide you with their contact information; however, you can always call the main office and leave a message for your trainer to call you back.