

ARCHER
— INSTITUTE —

STUDENT HANDBOOK



Contents

Welcome	5
About us	5
Our obligation to you.....	5
Our contact details	6
About us	6
Delivery modes.....	7
Transition between delivery modes	7
Intellectual Property	7
GST	8
Payment methods.....	8
EZYPAY.....	8
Training Programs we offer:.....	9
Training program outline.....	10
Short course training Programs we offer:	17
Licensed outcomes:.....	19
What is a USI and why do I need one?	20
Steps to create your USI.	20
Already have a USI?	20
Sharing your USI with education or training providers	21
Language, literacy, numeracy and digital ASSESSMENT (LLND).....	22
Superseded training programs	23
RPL and credit transfer	23
How Much Does It Cost to Apply for RPL?	24
The RPL Candidate Kit	24
Part A.....	24
Part B.....	25
Part C	25
The RPL Process	25
Training Program orientation.....	28
Assessment and Study Requirements.....	28
What can I expect during training and assessment?.....	29
Cheating and copying from external sources?	29
Assessment turn around times.....	29

Work placements	29
Approved Supervisors	30
When should placement start?	30
50 hour recommended structure	30
What happens if I cannot get work placement.....	31
Do I need to do anything if Archer Institute are placing me?.....	32
Is there a connection between Archer Institute and Divorce pathways	32
Reassessment arrangements.....	33
No guarantee.....	33
Support and welfare.....	33
Emergency contacts and other useful numbers and information	34
Transport services.....	35
Accessing administration support.....	36
Accessing student support.....	36
Accessing the Student Portal	36
Help Requests	37
Updating your email account	40
Updating your password	41
Support workshops (face to face)	43
Support workshops (Webinar)	43
Program Overview Sessions (Webinar)	43
Counselling	43
Program Durations	44
Issuing certificates	45
Reissuing certification documents	46
Feedback	46
If your details change	46
What is required of me as a student?	46
How can I apply?	47
Fees and refunds	48
Refunds	49
Student refunds	50
Complaints and appeals	51
Independent parties	52

National training complaints hotline.....	53
Australian skills quality authority (asqa)	53
Compassionate or compelling circumstances.....	53
training program progress and monitoring.....	53
Deferring your training program	54
Suspending your training program	54
Transferring training programs within Archer institute	55
How to apply	55
Appealing the decision.....	55
Discontinuing your studies.....	55
Suspending or cancelling your enrolment.....	55
Privacy and access to records.....	56
Why we collect your personal information	56
How we use your personal information.....	56
How we disclose your personal information.....	56
How the NCVET and other bodies handle your personal information	56
Surveys	57
Contact information	57
Your responsibilities.....	57
Policies and procedures	57
Learning and assessment	58
Classroom/webinar conduct.....	58
Respect and ethics	58
Your rights.....	58
Policies and procedures	58
Learning and assessment	59
Classroom /webinar conduct.....	59
Respect and ethics.....	59

INTRODUCTION

WELCOME

Welcome to Archer Institute!

This handbook provides you with everything you need to know about studying with us. By choosing us as your education provider, you are choosing a high-quality and industry relevant training program and education provider to ensure you are set up for the future.



ABOUT US

Our head office campus is located in Mosman, NSW with a training campus also based in Dickson ACT and more states to follow. Archer Institute provides training programs to the property and mediation sectors. With well-located and comfortable facilities for students, industry current trainers and assessors along with modern equipment and resources. Archer Institute is a wise choice for your academic needs.

Archer Institute is a provider of vocational education and training (or VET as it is commonly known). The VET sector in Australia is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private institutions such as Archer Institute.

We are a private institution. VET courses, or training programs as we like to refer to them, broaden your skills in specialised areas and assessments are competency based. This means that you are either Competent, or Not Yet Competent, and if you achieve competence for all units that make up a qualification, you can be awarded with your completion paperwork.

OUR OBLIGATION TO YOU

As a Registered Training Organisation (RTO 45020) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply with the Standards for RTOs 2015, which are part of the VET Quality Framework.

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. Our RTO does not participate in any third-party arrangements. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

We are also required to issue you with your Australian Qualification Framework (AQF) certification documents once you have been found competent. If you feel that we are not living up to our obligations in any way, you have the right to make a complaint. Please see the 'Complaints and Appeals' section of this handbook for information on how to do so.

OUR CONTACT DETAILS

Main telephone number: 1800 069 273

Email: office@archer.edu.au

Student Support email: students@archer.edu.au

Website: www.archer.edu.au

Administration office hours

Monday to Friday – 9am to 5pm

Student support contact details

Student Support line: 1800 069 273

Available 7 days a week. If the lines are busy, please leave a message. Alternatively lodge a “help request ticket” via your student portal and this will go directly to your allocated trainer.

Emergency only contacts

Chief Executive Officer: Anthony Lang 0408 403 127

Managing Director: Kim Stewart

Operations Manager: Emma Towers

Campus locations

NSW – Suite D2/30 Suakin Drive, Mosman NSW 2088 (head office)

ACT – 490 Northbourne Ave, Dickson ACT 2602



ABOUT US

Our company has been offering accredited training for approximately 17 years. Over time, it has offered a variety of training programs. In July 2023, the company was sold and underwent:

- A complete change of ownership and management,
- Relocated and opened a new campus in Mosman, NSW and training rooms in Dickson, ACT,
- Underwent a brand refresh,
- Updated our scope of registration to reflect our areas of specialty,
- Implemented new policy and operating procedures,
- Implemented a brand new LMS/ SMS system (axcelerate).

DELIVERY MODES

While we mostly deliver training via our online portal, we also have the option of face-to-face delivery modes.

Mode	Description
Online	Self-paced, 100% online learning delivery. Access to the portal 24/7. Learn at your pace in your own time.
Blended	This is a combination of the online mode plus the option of attending zoom workshops.
Classroom	Traditional face-to-face delivery at our campus. Students will still be required to complete assessments outside of the classroom.
In office	This is a combination of the online mode plus additional support in your office to save you time travelling. There are additional costs involved depending on your location and the amount of time required. If you select this option prior to enrolment, you will be sent a full training proposal which will outline all the associated costs (e.g. training program fees, travel costs etc). Please contact office@archer.edu.au should you be interested in having your training program delivered in your office and we can prepare a customised proposal for you.

TRANSITION BETWEEN DELIVERY MODES

A student is able to transition from online delivery to blended delivery at any time, however, will be required to pay the difference in the training program fees.

For example, CPPREP41419 Certificate IV in real estate practice online delivery is \$1,800 and blended delivery is \$2,460, meaning the student would need to pay an additional \$660.

We do not allow students to transition from blended delivery to online delivery once they have commenced their training program.

INTELLECTUAL PROPERTY

All proprietary materials, assessments, procedures, and promotional content are the intellectual property of Archer Institute. Students are prohibited from utilizing, misusing, replicating, duplicating, copying, selling, reselling, or exploiting any part of the intellectual property owned or licensed Archer Institute, whether in electronic or any other form, both presently and in the future.

Archer Institute retains all rights to pursue legal action to the fullest extent in safeguarding its intellectual property rights.

GST

If a student is registered in a training program that offers units of competency or an entire qualification, the associated training program fees will not be subject to GST.

However, GST will be applicable to certain incidental charges that are separate from the standard services provided as part of the course. This exemption from GST is outlined in section 38-85 of the GSTR 2003/1 Goods and Services Tax ruling. The ruling clarifies that the provision of a training program for professional or trade purposes qualifies as a GST-free educational training program. You can find more information about this ruling at the following link:

<http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001>

PAYMENT METHODS

You have the option to pay your full training program fees via direct deposit or credit card or utilise one of our pre-approved payment plans.

Banking details can be found on your tax invoices.

PRE APPROVED PAYMENT PLANS

Training Program	Deposit	Monthly Instalment	Timeframe
Assistant Agent	\$100	\$100 per month	2 months
CPP41419 Certificate IV in Real Estate Practice	\$200	\$200 per month	8 months
CPP51122 Diploma of Property (Agency Management)	\$395	\$200 per month	8 months
CHC81115 Graduate Diploma of Family Dispute Resolution	\$1,500	\$1,064 per month	7 months

* After you pay your deposit, you then pay equal monthly instalments in line with the above instalment plan which is managed by Ezy Pay. If the above instalment plan is not suitable, please email student care (students@archer.edu.au) to request approval for an alternative payment plan arrangement. Any changes to the above standard timeframes listed above will be confirmed to you in writing prior to enrolment.

** There is a late payment charge of \$50 per week for every week your payment plan remains unpaid. Please note Archer Institute reserves the right to suspend your training program if you are more than 14 days in arrears of your agreed payment arrangement. Please refer to the fees and charges in this handbook.

EZYPAY

You have the option to pay your training program fees via credit card. Please note there are associated fees in paying via credit card.

Please be aware that if you enter a payment plan all payments are managed via EzyPay. Below is an outline of their fees and charges associated that they charge.

Load Fee	\$2.00	Paid By: Student
Failed Payment Fee	\$8.90	Paid By: Student
Transaction Fee – Bank	\$2.00	Paid By: Student
Transaction Fee – MasterCard/Visa	2.00%	Paid By: Student
Transaction Fee – AMEX	2.70%	Paid By: Student

* Students on direct debit payment plans should be aware that in the event you have insufficient funds for your monthly instalment payment. EzyPay charge you a “failed payment fee” this is charged by the provider directly to your credit card. There are no refunds on any associated fees and charges relating to EzyPay fees by Archer Institute unless it relates to Archer Institute cancelling a training program. **Please ensure you have adequate funds available each month if you are entering a payment plan.**

TRAINING PROGRAMS WE OFFER:

Archer Institute is approved to deliver the following training programs to students:

- Assistant Agent program (5 units of competency)
- CPP41419 Certificate IV in Real Estate Practice (18 units of competency) as part of this training program we offer 2 streams of electives:
 - Option 1: Auction electives or
 - Option 2: General electives (drawn from CPP51122 Diploma of Property (Agency Management) qualification).
- CPP51122 Diploma of Property (Agency Management)
- ACT Licensee upgrade program (7 units of competency) valid until 30th June 2024
- CHC81115 Graduate Diploma of Family Dispute Resolution
- *CHC81015 Graduate Diploma of Relationship Counselling (not currently being offered)*

TRAINING PROGRAM OUTLINE

These 7 units exceed the educational requirements to register as an assistant agent in NSW or ACT.

A Statement of Attainment will be issued for successfully completed units. These units are drawn from CPP41419 Certificate IV in Real Estate Practice training package.

* CPPREP4001 Prepare for professional practice in real estate

* CPPREP4002 Access and interpret ethical practice in real estate

* CPPREP4003 Access and interpret legislation in real estate

* CPPREP4004 Establish marketing and communication profiles in real estate

* CPPREP4005 Prepare to work with real estate trust accounts

CPPREP4102 Market Property

CPPREP4125 Transact in trust accounts

* The above units meet the educational requirements to apply to the licensing regulator to become an Assistant Agent (NSW – NSW Fair Trading or ACT – Access Canberra).

Based on industry consultation to ensure you are job ready and have the adequate skills, we have included 2 additional units in our entry level program offering. You can then apply for credit transfer for those 2 additional units should you continue on at a later stage and study your class 2 licence.

CPP41419 Certificate IV in Real Estate Practice (General Electives)

The below 18 units meet the educational requirements for

- NSW Class 2 licence
- ACT Class 2 licence
- VIC Agents Representative registration

CPPREP4001 Prepare for professional practice in real estate

CPPREP4002 Access and interpret ethical practice in real estate

CPPREP4003 Access and interpret legislation in real estate

CPPREP4004 Establish marketing and communication profiles in real estate

CPPREP4005 Prepare to work with real estate trust accounts

CPPREP4101 Appraise property for sale or lease

CPPREP4102 Market property

CPPREP4103 Establish vendor relationships

CPPREP4104 Establish buyer relationships

CPPREP4105 Sell property

CPPREP4121 Establish landlord relationships

CPPREP4122 Manage tenant relationships

CPPREP4123 Manage tenancy
CPPREP4124 End tenancy
CPPREP4125 Transact in trust accounts
CPPREP5004 Manage a safe workplace in the property industry
CPPREP5008 Market the property agency
CPPREP5010 Manage customer services activities in the property industry

CPP41419 Certificate IV in Real Estate Practice (Auction Electives)

The below 18 units meet the educational requirements for

- NSW Class 2 licence
- ACT Class 2 licence
- VIC Agents Representative registration

CPPREP4001 Prepare for professional practice in real estate
CPPREP4002 Access and interpret ethical practice in real estate
CPPREP4003 Access and interpret legislation in real estate
CPPREP4004 Establish marketing and communication profiles in real estate
CPPREP4005 Prepare to work with real estate trust accounts
CPPREP4101 Appraise property for sale or lease
CPPREP4102 Market property
CPPREP4103 Establish vendor relationships
CPPREP4104 Establish buyer relationships
CPPREP4105 Sell property
CPPREP4121 Establish landlord relationships
CPPREP4122 Manage tenant relationships
CPPREP4123 Manage tenancy
CPPREP4124 End tenancy
CPPREP4125 Transact in trust accounts
CPPREP4161 Undertake pre-auction processes
CPPREP4162 Conduct and complete sale by auction
CPPREP4163 Complete post-auction process and contract evaluation

VIC Agents Licence Program

You must complete the following 2 qualifications

- CPP41419 Certificate IV in Real Estate Practice
- CPP51122 Diploma of Property (Agency Management)

CPP41419 Certificate IV in Real Estate Practice

CPPREP4001 Prepare for professional practice in real estate

CPPREP4002 Access and interpret ethical practice in real estate

CPPREP4003 Access and interpret legislation in real estate

CPPREP4004 Establish marketing and communication profiles in real estate

CPPREP4005 Prepare to work with real estate trust accounts

CPPREP4101 Appraise property for sale or lease

CPPREP4102 Market property

CPPREP4103 Establish vendor relationships

CPPREP4104 Establish buyer relationships

CPPREP4105 Sell property

CPPREP4121 Establish landlord relationships

CPPREP4122 Manage tenant relationships

CPPREP4123 Manage tenancy

CPPREP4124 End tenancy

CPPREP4125 Transact in trust accounts

CPPREP4161 Undertake pre-auction processes

CPPREP4162 Conduct and complete sale by auction

CPPREP4163 Complete post-auction process and contract evaluation

CPP51122 Diploma of Property (Agency Management)

CPPREP5001 Manage compliance in the property industry

CPPREP5002 Establish and monitor property industry trust account management practices

CPPREP5003 Manage ethical practice in the property industry

CPPREP5004 Manage a safe workplace in the property industry

CPPREP5005 Manage teams in the property industry

CPPREP5006 Manage operational finances in the property industry
CPPREP5007 Develop a strategic business plan in the property industry
CPPREP5008 Market the property agency
CPPREP5010 Manage customer service activities in the property industry
BSBLDR522 Manage people performance
BSBLDR602 Provide leadership across the organisation
BSBOPS502 Manage business operational plans

These 12 units meet the educational requirements to register as a real estate salesperson in QLD.
A Statement of Attainment will be issued for successfully completed units. These units are drawn from CPP41419 Certificate IV in Real Estate Practice training package.

CPPREP4001 Prepare for professional practice in real estate

CPPREP4002 Access and interpret ethical practice in real estate

CPPREP4003 Access and interpret legislation in real estate

CPPREP4004 Establish marketing and communication profiles in real estate

CPPREP4005 Prepare to work with real estate trust accounts

CPPREP4101 Appraise property for sale or lease

CPPREP4102 Market property

CPPREP4103 Establish vendor relationships

CPPREP4104 Establish buyer relationships

CPPREP4105 Sell property

CPPREP4121 Establish landlord relationships

CPPREP4123 Manage tenancy

These 19 units meet the educational requirements to register as a real estate agents licence in QLD.

A Statement of Attainment will be issued for successfully completed units. These units are drawn from CPP41419 Certificate IV in Real Estate Practice & CPP51122 Diploma of Property (Agency Management) training packages.

CPPREP4001 Prepare for professional practice in real estate

CPPREP4002 Access and interpret ethical practice in real estate

CPPREP4003 Access and interpret legislation in real estate

CPPREP4004 Establish marketing and communication profiles in real estate

CPPREP4005 Prepare to work with real estate trust accounts

CPPREP4101 Appraise property for sale or lease

CPPREP4102 Market property

CPPREP4103 Establish vendor relationships

CPPREP4104 Establish buyer relationships

CPPREP4105 Sell property

CPPREP4121 Establish landlord relationships

CPPREP4122 Manage tenant relationships

CPPREP4123 Manage tenancy

CPPREP4124 End Tenancy

CPPREP4125 Transact in trust account
CPPREP4506 Manage off-site and lone worker safety in real estate
CPPREP5006 Manage operational finances in the property industry
CPPREP5010 Manage customer service activities in the property industry
CPPREP4503 Present at hearings

These 10 units meet the educational requirements to register as an auctioneer in QLD.

A Statement of Attainment will be issued for successfully completed units. These units are drawn from CPP41419 Certificate IV in Real Estate Practice training package.

CPPREP4001 Prepare for professional practice in real estate
CPPREP4002 Access and interpret ethical practice in real estate
CPPREP4003 Access and interpret legislation in real estate
CPPREP4004 Establish marketing and communication profiles in real estate
CPPREP4005 Prepare to work with real estate trust accounts
CPPREP4125 Transact in trust accounts
CPPREP4161 Undertake pre-auction processes
CPPREP4162 Conduct and complete sale by auction
CPPREP4163 Complete post-auction process and contract evaluation
CPPREP5006 Manage operational finances in the property industry

CPP51122 Diploma of Property (Agency Management)

The below 12 units meet the educational requirements for

- NSW Class 1 licence
- ACT Class 1 licence

CPPREP5001 Manage compliance in the property industry

CPPREP5002 Establish and monitor property industry trust account management practices

CPPREP5003 Manage ethical practice in the property industry

CPPREP5004 Manage a safe workplace in the property industry

CPPREP5005 Manage teams in the property industry

CPPREP5006 Manage operational finances in the property industry

CPPREP5007 Develop a strategic business plan in the property industry

CPPREP5008 Market the property agency

CPPREP5010 Manage customer service activities in the property industry

BSBLDR522 Manage people performance

BSBLDR602 Provide leadership across the organisation

BSBOPS502 Manage business operational plans

ACT Licensee Upgrade (valid to 30th June 2024)

CPPREP5001 Manage compliance in the property industry

CPPREP5002 Establish and monitor property industry trust account management practices

CPPREP5003 Manage ethical practice in the property industry

CPPREP5004 Manage a safe workplace in the property industry

CPPREP5005 Manage teams in the property industry

CPPREP5006 Manage operational finances in the property industry

CPPREP5007 Develop a strategic business plan in the property industry

CHC81115 Graduate Diploma of Family Dispute Resolution

The below 10 units meet the educational requirements to apply as an FDRP with the Attorney Generals Department

CHCFAM001 Operate in a family law environment

CHCFAM002 Work with a child focussed approach

CHCFAM007 Assist clients to develop parenting arrangements

CHCDSP001 Facilitate dispute resolution in the family law context

CHCDSP002 Adhere to ethical standards in family dispute resolution

CHCDSP003 Support the safety of vulnerable parties in dispute resolution

CHCDFV007 Work with users of violence to affect change

CHCDFV008 Manage responses to domestic and family violence in family work

CHCDFV013 Manage domestic and family violence screening and risk assessment processes

CHCMGT005 Facilitate workplace debriefing and support services

CHC81015 Graduate Diploma of Relationship Counselling - NOT CURRENTLY BEING DELIVERED

CHCFAM001 Operate in a family law environment

CHCFAM002 Work with a child focussed approach

CHCFAM007 Assist clients to develop parenting arrangements

CHCDSP001 Facilitate dispute resolution in the family law context

CHCFCS001 Facilitate the family counselling process

CHCFCS002 Provide relationship counselling

CHCDFV007 Work with users of violence to affect change

CHCDFV008 Manage responses to domestic and family violence in family work

CHCDFV013 Manage domestic and family violence screening and risk assessment processes

CHCFCS003 Provide counselling to children and young people

CHCPRP007 Work within a clinical supervision framework

SHORT COURSE TRAINING PROGRAMS WE OFFER:

We offer entry level training programs comprising nationally accredited units of competency. These short course training programs fulfill the educational prerequisites for individuals seeking to work in a real estate office under the guidance of a licensee in charge.

In certain states and territories, real estate agents & mediators must engage in ongoing professional development (CPD) to uphold their registration, and Archer Institute offers these short course training programs as part of our services. Please refer to the website for further information about CPD training. Please note depending on your state certain CPD courses attract GST due in line with the ATO rules around accredited & non accredited training programs.

LICENSED OUTCOMES:

Certain training programs require you to directly apply to the respective State / Territory regulatory authorities upon completion. Completing the educational requirements with our Institute does not give you automatic acceptance with the regulator. They have their own entry requirements separate to those of the educational requirements which we deliver.

It is recommended that all students review the eligibility requirements by the respective regulator below prior to enrolment.

Family Dispute Resolution		
National	Attorney General's Department	https://www.ag.gov.au/families-and-marriage/publications/accreditation-family-dispute-resolution-practitioner
Property		
State	Body	URL Link
New South Wales	NSW Fair Trading	https://www.fairtrading.nsw.gov.au/housing-and-property/property-professionals
Australian Capital Territory	Access Canberra	https://www.accesscanberra.act.gov.au/business-and-work/real-estate-and-property
Victoria	Consumer Affairs	https://www.consumer.vic.gov.au/licensing-and-registration/estate-agents
Queensland	Fair Trading	https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/regulated-industries-licensing-and-legislation/property-industry-regulation
Tasmania	Property Agents Board of Tasmania	https://www.propertyagentsboard.com.au/application-forms.html
Western Australia	Department of Commerce	https://www.commerce.wa.gov.au/consumer-protection/licensing-and-registration-real-estate
Northern Territory	Northern Territory Agents Licensing Board	https://industry.nt.gov.au/boards-and-committees/agents-licensing-board
South Australia	Consumer and Business Services	https://www.sa.gov.au/topics/business-and-trade/licensing/real-estate

WHAT IS A USI AND WHY DO I NEED ONE?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you do not have a USI, then you cannot be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit <https://www.usi.gov.au/>.

For information on exemptions visit: <https://www.usi.gov.au/exemptions>.

If you are having trouble creating a USI, please contact student care on 1800 069 273 and they can assist and step you through the process. We recommend sending a copy of your USI transcript into the institute as this will assist your trainer get a more comprehensive understanding of your previous studies. (this is totally optional) However if you apply for RPL / CT Archer Institute will ask you to supply a copy of your USI transcript.

STEPS TO CREATE YOUR USI.

Step 1: Go to the [USI Registry System](#), and have a valid form of ID ready.

Step 2: Agree to the terms and conditions (if you have previously agreed to the terms and conditions, you might not see this step).

Step 3: Select Create USI.

Step 4: Select your evidence of identity document ([see the types of ID you can use](#))

Step 5: [Enter your personal details](#) exactly as they appear on your form of ID. If the name you use for business or official purposes is not the name on your form of ID, you can choose to [enter this in the preferred name field](#).

Step 6: Enter your [contact details](#), including at least two contact methods.

Step 7: Confirm your identity. The USI Registry System will check and confirm your identity using the 'Documentation Verification Service' (DVS).

Step 8: Secure your account with a [USI password and check questions](#).

ALREADY HAVE A USI?

If you have undertaken any vocational education and training (VET) since 2015, you may already have a USI. [Find it now](#).

SHARING YOUR USI WITH EDUCATION OR TRAINING PROVIDERS

Archer Institute will need to collect and verify your USI. To help us do this, you can print or email your USI verification details from the final screen from your USI portal.

You can also [give access to providers](#) to view and/or update your USI account and view your VET transcript.

The Unique Student Identifier (USI)

Your lifelong education number



Who needs a USI?

- a student studying nationally recognised Vocational Education and Training (VET)
- a higher education student seeking a HELP loan or Commonwealth Supported Place
- a higher education student graduating in 2023 or beyond.

How do you get a USI?

It's easy – you only need 5 minutes and some identification. You can also use a Digital Identity to create a USI.

Get your USI now: usi.gov.au/students/get-a-usi

Already have a USI?

If you have done any nationally recognised training since 2015, you may already have a USI.

Find your USI now: usi.gov.au/students/find-your-usi

!

Ensure you update your contact details to make it easier to access your USI account.



VET transcripts

VET students can use their USI to access an authenticated VET transcript. It shows the outcomes of all nationally recognised training undertaken since 2015.

It can be used for:

- a credit transfer or demonstrating pre-requisites for further training
- a backup if the original documentation is lost
- proving qualifications to employers and licensing bodies
- reducing unnecessary retraining that can result from lost credentials.

Find out more: usi.gov.au/transcripts

Sharing your USI

You can share your USI with education or training providers by:

- printing or emailing your USI verification details
- giving them access to view and/or update your USI account.

Find out more: usi.gov.au/students/give-provider-access



Need help?

Forgotten your password?
Need to update your details?
Having trouble creating or finding your USI?

Visit our help centre: usi.gov.au/help

Get your USI now! usi.gov.au



LANGUAGE, LITERACY, NUMERACY AND DIGITAL ASSESSMENT (LLND)

Language, literacy, numeracy and digital (LLND) skills impact greatly on you as a student and your chance of success in our training program. Enrolling a student into a training program well above your LLND competency can adversely affect your confidence and mental health. This may also incur time and financial losses if you need to then seek further assistance.

As part of our enrolment process, you will be required to undertake a language, literacy, numeracy and digital (LLND) assessment prior to starting a training program with Archer Institute. The purpose of this is to ensure that you have the adequate skills to undertake your training program, progress through your program and complete it.

This assessment will help us as your provider get a better understanding and ensure we provide you with the required support or direct you to the most appropriate support service provider if it exceeds are skill set.

In the event that your LLND identifies areas of concern, we will have a confidential conversation about what was identified and provide you with options for proceeding, further support and referral to external providers if necessary.

SUPERSED TRAINING PROGRAMS

From time-to-time training packages become superseded. In the event that you are studying with Archer Institute you generally have 12 months to either complete your current training in the superseded qualification or transition to the replacement qualification. If your qualification is under the transition period, you will not be able to request extension for any reason no matter how compelling the circumstances.

In the event the regulator makes an announcement Archer Institute will

- Formally email you to announce that the transition has commenced and the last possible date you can submit your assessment.
- We will offer to transition you to the new training program for no additional fees.
- As an Institute we have a policy of not enrolling any new students into any training program that is “under a transition arrangement”. The reason for this is a number of factors.
 1. It limits the time the student has to complete their studies,
 2. This goes against our offering of 2-year enrolments for all training programs that we offer,
 3. It places unnecessary pressure on the students to complete which could be in an unrealistic timeframe.

If you are already enrolled and studying, we will continue to support and teach out your existing training program. Any prospective students must enrol into the new version of the training program.

If Archer Institute identifies that you as a student aren’t likely to finish within 12 months transition period when it is announced, we will automatically transfer you to the new qualification at no additional cost to you.

You will then be given an additional 2 years to complete any remaining training program requirements.

RPL AND CREDIT TRANSFER

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your training program, as well as fees. You may apply for a credit transfer for as many units as you like. There is no charge to apply for a credit transfer, but you need to let us know that you want to apply for this at the enrolment stage. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar. You will be granted “Credit Transfer” so long as Archer Institute can verify your transcript.

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL and this can be viewed in the ‘Fees and Refunds’ section of this handbook. RPL can also reduce your training program duration and fees.

We will inform you in writing of any reduced fees due to credit transfer and or RPL if applicable.

HOW MUCH DOES IT COST TO APPLY FOR RPL?

There is no cost to complete Part A of the RPL booklet. However, if you decide to proceed to Part B and C, there is a one-off application fee of \$200 per training program plus an assessment fee of \$100 per unit for Certificate IV level, \$200 per unit for Diploma level and \$1,000 per unit for Graduate Diploma level training programs.

There is an additional fee of \$100 per unit for RPL reassessment in cases where insufficient evidence or incomplete RPL kits have been submitted. This is to cover the cost of the assessor working with you to address the deficiencies in your RPL application.

THE RPL CANDIDATE KIT

You may have decided, with assistance from our staff, that it may be worthwhile for you to consider RPL rather than take the traditional training and assessment pathway for some of the units in a training program.

Completing a self-assessment section of the RPL kit is the best way to determine if RPL is a suitable option for you. This is provided in Part A of the RPL kit which can be obtained by emailing students@archer.edu.au

This kit is divided into three parts, as detailed below.

PART A

This part of the kit helps you to make a plan for how you will complete the training program or units within the training program, and to determine if RPL is suitable for you and whether you are going to complete units through a training and assessment pathway or by RPL. To do this, you will need to review and complete the following:

- RPL Self-Assessment Checklists – There is a self-assessment checklist for each unit. These checklists contain a number of statements that we ask you to respond to regarding your skills and knowledge in relation to the unit. You are also asked to give yourself a skill rating based on how confident you are with the relevant skill/knowledge. In these checklists, we also outline the types of evidence that you would be required to provide for this unit so that you can determine at the outset whether you think you can meet the evidence requirements. There is also an ‘Evidence Brainstorm’ section, where you can jot down the specific evidence that you have and then return to these notes later when you are gathering your evidence. These checklists are explained in more detail below.
- Qualification Summary – This is an outline of the structure of the qualification and the units in the training program. Indicate here the units for which you wish to apply for RPL and those (if any) that you wish to complete via a training and assessment pathway or credits.
- RPL Application Form (provided separately) – You will need to complete this form when you have finished filling out the sections in Part A.
- Application Evidence – These are specific items that you must provide to us when you submit your application and Part A of this kit.

PART B

Part B contains the RPL Evidence Tasks that you are required to complete for each unit to demonstrate that you have the skills and knowledge required to be assessed as competent.

Part B also contains an Evidence Register for each unit (see the relevant column in the Evidence Task tables later in this document). This is a register of all your evidence that will help you to keep the evidence organised and tidy and to ensure that nothing gets lost. Assign each piece of evidence a number and name and write a brief description of the item. Sometimes one piece of evidence will relate to multiple tasks and units. Numbering each evidence item means that you will be able to refer to the same document easily a number of times.

PART C

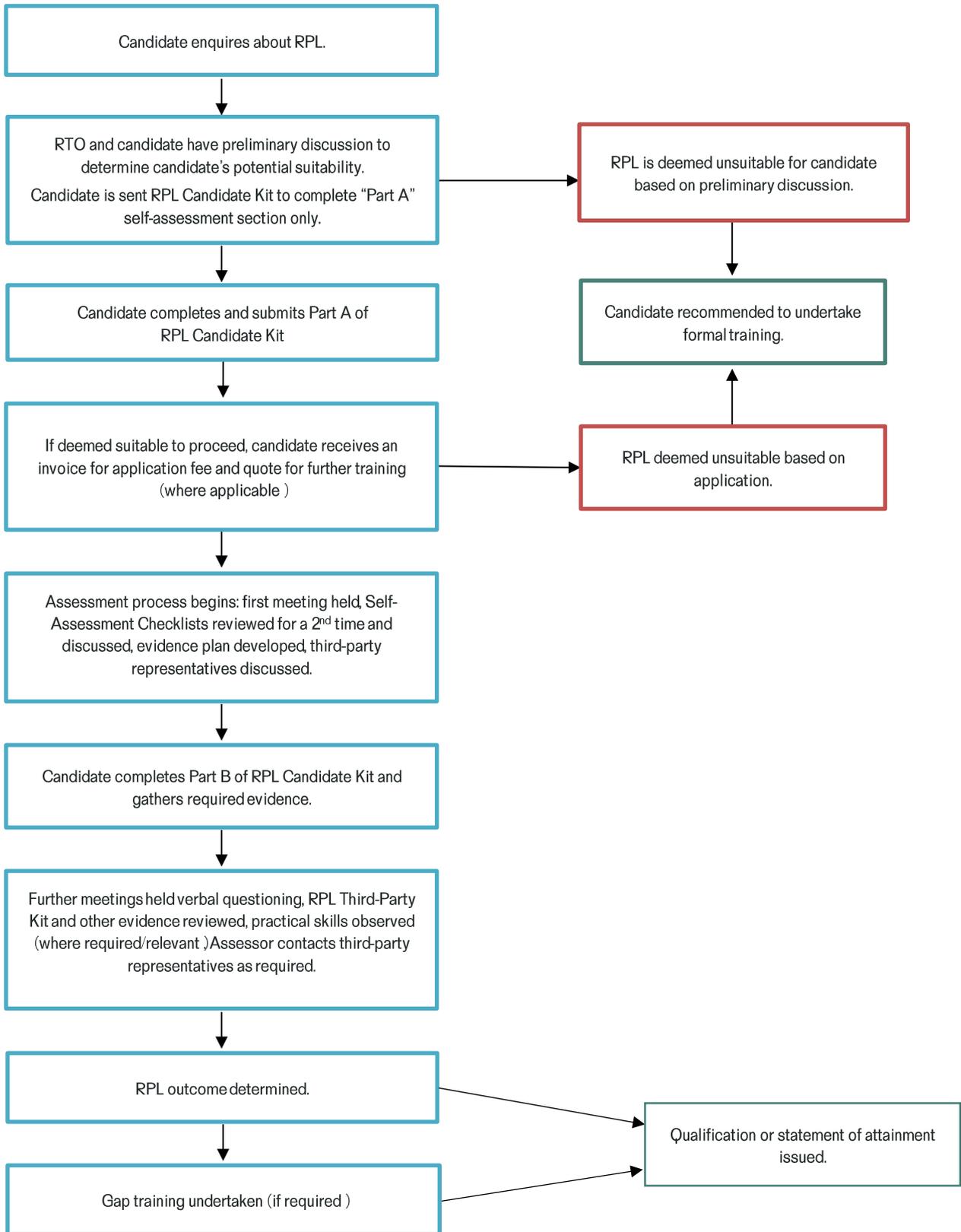
Part C contains the Third-Party Report, which your workplace supervisor or other third party must complete to confirm that you have the skills and knowledge required to be assessed as competent in this unit.

THE RPL PROCESS

1. Make an enquiry about the RPL process Complete “Part A” of this RPL Candidate Kit and return it to us for review.
2. A preliminary discussion takes place with your trainer will review “Part A” of your application and give you feedback and have a conversation with you.
3. Subject to what you submitted in Part A you will either be asked to continue to Parts B & C or discontinue the RPL process if the trainer does not feel that you have the adequate skills, knowledge or experience to demonstrate what is required under the RPL pathway.
4. If we feel you meet the requirements, we will then provide you with:
 - a) an invoice for the RPL assessment fee
 - b) a quote for training in any units for which you are not applying to obtain RPL (where applicable).
5. Once you have returned all paperwork and made arrangements for payment, your trainer will contact you to make a time for a phone or online meeting. During this meeting, your trainer will:
 - a) get to know you, your background and experience in more detail.
 - b) discuss your Self-Assessment Checklists with you and ask any clarifying questions.
 - c) discuss your Evidence Brainstorms to determine which pieces of evidence are suitable for submission.
 - d) discuss your third-party representative(s) and their suitability (refer to the ‘RPL Third-Party Reports’ section later in this document)
 - e) ensure that you understand the evidence requirements in Part B for each unit being applied for

- f) make arrangements for your next meeting, by which time you will have gathered some of the evidence required in Part B. (Note that you may need to meet with your trainer another two or three times during the RPL process.)
6. You will then need to start collecting evidence as outlined in Part B for each unit. This will become your Evidence Portfolio. Observations may not be relevant to all units in this qualification – your assessor will discuss this with you during your meetings.)
7. Arrange for your third parties to complete Third-Party Reports in “Part C”.
8. Once you have collected the evidence required, arrange to send it to us so that your trainer can review it prior to your next online or phone meeting.
9. You will then meet with an assessor to finalise the assessment process (over the phone, online or via interactive meeting such as zoom, teams etc). Sometimes your assessor is the same person as your trainer other times they can be different people. During these meetings, your assessor will do the following:
 - a) Review your Evidence Portfolio and ask you questions about evidence that you have provided. This is to ensure that your documentation and other specific evidence are in fact your own work and/or that they support your involvement in specific processes and activities related to each unit of competency.
 - b) Ask you sets of verbal questions for each unit to confirm your knowledge and practical application of the unit.
 - c) Review the reports that your third parties have provided and ask you any additional questions based on your third parties’ feedback. For example, your assessor may want you to talk about specific situations, work performance issues or activities that your third parties have commented on.
10. This will then be formally reviewed as a “complete application” and a determination will be made by the assessor.
11. You will be advised if any further training is required.

RPL Process Diagram



TRAINING PROGRAM ORIENTATION

At the commencement of your training program we will provide orientation information to you which includes induction information. It is vital that you attend / read this information as we will cover the following topics:

- Training program information.
- Support services available.
- Your rights and responsibilities as a student.
- Policies about training program progress, attendance monitoring, deferral, suspension and cancellation, transfer and our complaints and appeals process.
- Facilities and resources available at our campus.
- Emergency evacuation procedures.
- Critical incidents and critical incident reporting.
- Assistance in creating your USI if you have not done so already.



ASSESSMENT AND STUDY REQUIREMENTS

We acknowledge that students may have been away from the learning environment for a period of time. Archer Institute is committed to making your time with us as informative and enjoyable as possible. If you need assistance with submitting assessments via the online portal, please feel free to reach out to us.

The assessment methods may encompass:

- Questions / short answers
- Case studies
- Projects
- Multiple Choice
- Role plays
- Observation through uploaded audio recording
- Observation through uploaded video recording

All assessments are considered open book, allowing you to consult the learning materials or any other resources during the assessment process. As an Institute we uphold principles of flexibility and reasonable adjustment for students. Our assessors strive to promptly evaluate assessments and provide feedback in accordance with assessment principles. Assessments are graded against a marking guide to ensure consistency in assessor evaluations.

Answers to assessments must be formulated in your own words. (Unless they are repeatable facts, such as the name of an Act, regulations, industry bodies, regulators). Assessors are looking for you to demonstrate your own understanding of the question. We want to see you put your knowledge and examples in your own words.

DO NOT COPY AND PASTE SLABS OF CONTENT FROM OUR LEARNER GUIDES as your answer. You will be marked NOT YET COMPETENT.

WHAT CAN I EXPECT DURING TRAINING AND ASSESSMENT?

Vocational training and assessment are all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the training program you are undertaking. Your assessment tasks will either be marked as **Competent** or **Not Yet Competent**. Once you have received a mark of Competent for all units that make up the training program – **you will be eligible to be awarded your completion paperwork**.

CHEATING AND COPYING FROM EXTERNAL SOURCES?

Students are strictly prohibited from sharing answers with each other in an attempt to speed up the study process. Plagiarism, cheating, borrowing and sharing of answers from any source including online answers current and past students will not be tolerated. If you are caught doing this your enrolment will be cancelled and no refund will be offered.

You are expected to reference any authors or websites you use when submitting your answers if you are using this as part of your assessment answer.

ASSESSMENT TURN AROUND TIMES

Completed assessments you submit will be resulted within 14 business days from the date of submission subject to the student completing all required tasks. An assessment is considered complete once the student has attempted 100% of all assessment tasks in the module and the student declaration is signed.

WORK PLACEMENTS

Some training programs require you to complete work placement. Work placement is structured workplace learning which is required as part of the training program and assists in preparing you for the workforce.

The placement is designed to help you better understand what you have learned in classroom training and provides you with the opportunity to perform tasks relating to your training program in an appropriate industry setting.

There are many benefits of participating in a work placement. You will have the opportunity to:

- apply the knowledge and skills learned during your training program in a workplace setting.
- gain skills that are recognised by industry.
- get to know an employer.

Archer Institute in no way guarantees work placement and in fact we do not offer to secure a student work placement, it is up to you as a student to sources your own placement. **However**, we can provide you some strategies and suggestions to locate work placement.

In the event you cannot sources a placement, please contact the office and we can discuss simulated options. Please note simulated work placement will come with additional fees (see fees and charges).

It is important to understand that as a requirement of work placement, you will be required to complete a National Police Certificate and some workplaces may require further checks such as Working with Children and disability worker checks. You will need to pay for these yourself, as a guide these checks are around \$50 - \$80 each.

It is also important to understand that certain workplaces also have immunisation requirements. If you have any concerns about these requirements, please speak to us.

At this stage the only training program that Archer Institute offers that has a workplace requirement is the CHC81115 Graduate Diploma of Family Dispute Resolution training program. This has a mandated 50 hours work placement requirement for which you will be expected to keep a logbook which will be signed off by your supervisors. For further detail, please see

<https://training.gov.au/Training/Details/CHC81115>

APPROVED SUPERVISORS

When you are undertaking your 50 hours of work placement its essential you do this only with an **accredited FDRP practitioner**. You must ensure their name and contact details appear on the Attorney Generals register. <https://fdrr.ag.gov.au/>

If you are unsure, please contact the office and speak with Anthony Lang who can confirm the FDRP “status” with you over the phone.

Please note any hours undertaken with a provider who is not an accredited FDRP do not count towards your 50 hour placement requirement under the training package.

WHEN SHOULD PLACEMENT START?

Work placement should not commence until the student has completed 50% of the training program.

Based on clustering of units of competency, students need to complete the below 2 full clusters prior to commencement of workplace training

Cluster 1: **Context to family dispute resolution**

Cluster 2: **Prepare for dispute resolution.**

50 HOUR RECOMMENDED STRUCTURE

If a student has secured their own work placement, they are not required to complete Part 1, they can simply add the 10 hours into Part 2 and complete 40 hours as part of Part 2.

It is important to remember that any family mediation is highly emotional and sometimes volatile, particularly when children are involved.

Whilst on placement, although a practitioner may allow you to take part, they are still ethically required to ensure they have received consent from the client.

Below is an example of how students can complete their 50 hour placement.

Part	Type of placement	Hours	Rationale
1	Simulated Work placement	10	<p>10 hours of “simulation” is to prepare the student for the practical component.</p> <p>This significantly reduces the risk to the public. Parties attending mediation can be very emotional, volatile and issues are governed by privacy legislation.</p> <p>Simulated mediation is hosted by the RTO as we have accredited FDRP.</p> <p>Students are required to arrange volunteers to take on client roles. These sessions will be video recorded for evidence purposes.</p>
2	Face to Face work placement in the workplace	30	<p>Student accesses a workplace and undertakes mediation in a private practice or community organisation.</p> <p>The experience the student would receive would be very different to that of a “simulated mediation”.</p> <p>Based on the above rationale the student will take part in 10 sessions of 3 hour duration.</p> <p>Typically, in industry practice, sessions are 3-4 hours duration. These will vary depending on clients’ needs</p>
3	Intake sessions / concluding mediation and debriefing sessions	10	<p>When parties prepare for mediation prior to any face to face / online session, it is a legal requirement that the FDRP has undertaken what is known as an intake session and conducted a screening check, reviewing the parties paperwork and notes.</p> <p>Both parties to the mediation are required to complete an intake and screening check.</p> <p>The average screening for each party runs for 30 minutes.</p> <p>Based on the above rationale the student will complete a minimum 10 x 1 hour intake / debriefing sessions</p>

WHAT HAPPENS IF I CANNOT GET WORK PLACEMENT

There are a lot of FDRP practitioners around Australia. For example, in NSW there are 187, Queensland has 148 and Victoria has 86.

We like to give confidence and support to all our students, and we do not want to prevent you being able to complete your training program over a placement issue.

We recognise it can be challenging in the Family Mediation practitioner sector to secure placement and if you are experiencing issues securing a placement, we can arrange placement for you, however this attracts an additional cost.

Item	Fee	Payable to who	Due and payable
Work placement application fee	\$399	Archer Institute	7 working days from requesting Archer Institute set up your work placement
Hosting fee - Mediation sessions	\$100 per hour (minimum 2 hours)	Divorce Pathways	Payable 7 working days prior to the session taking place
Fees for additional hours if required	\$100 per hour	Divorce Pathways	Payable 7 working days prior to the session taking place

In the event you exceed the 2 hours pre-paid payment to the mediator for your hosting fees, you will be required to settle any extra hours within 7 working days upon receipt of a tax invoice which will be sent to the email address you enrolled into Archer Institute. In the event you fail to pay the extra fees

* No further placement will be offered

* Your completion documentation will not be released to you until all fees associated with this training program have been settled in full.

We always advise student to budget \$4,000 for hosting fees if you need to be placed with a “host provider”.

DO I NEED TO DO ANYTHING IF ARCHER INSTITUTE ARE PLACING ME?

Archer Institute can provide you an accredited FDRP via Divorce Pathways or other FDRPs who agree to be a host provider. Depending on their client load, you could be dealing with a real-life family getting separated or it could be in a simulated environment. In the event your placement is simulated, students are required to arrange volunteers to take on client roles for the simulations. The hosting fee you are paying is to cover the cost of the mediator’s time.

IS THERE A CONNECTION BETWEEN ARCHER INSTITUTE AND DIVORCE PATHWAYS

The CEO of Archer Institute is also the owner of Divorce Pathways. We are in a very fortunate position that we can offer “placements” but also have firsthand, industry relevant experience that we can pass on to our students.

REASSESSMENT ARRANGEMENTS

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if necessary. You are entitled to unlimited attempts within your 2-year enrolment period which we offer for all training programs. Once you have exceeded the 2-year enrolment period, then you will be required to pay an additional cost for re-assessment as outlined in the 'Fees and Refunds' information in this handbook. Please refer to the 'Fees and Refunds' section for more information.

NO GUARANTEE

We cannot guarantee that you will be awarded your statement of attainment or qualification as this is dependent on you and the assessment submissions you put into your training program. We will provide you with all the necessary facilities, equipment, trainers and support to complete the training program – but the outcome of it depends on you. We also cannot guarantee that you will find work in your chosen field, as this depends on factors beyond our control eg economic etc.

What we can commit to is that we will provide you with consistent training and an industry-relevant training program with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress. Each student matters to us – your positive outcome and successes are also successes of our college community.

SUPPORT AND WELFARE

We all need a little extra support sometimes. We are here to help you – so do not ever be shy to let us know what you are going through and how we can help.

We offer the following in relation to support and welfare:

- One-to-one support from the trainer/assessor at our campus (every second Monday in Mosman, NSW)
- Pre-arranged extra support sessions
- Support with personal issues.
- Access to additional learning resources.
- Reasonable adjustment in assessment.
- Information about external sources of support.



You may not have studied for a while, may have English as a second language or need additional assistance with literacy or numeracy. We will identify any additional support needs you may have at the time of enrolment and may prepare a Student Support Plan for you based on those needs.

We have a range of information we can provide you with on a variety of issues. Please communicate with us because we care. We do not charge for internal services, but you will be responsible for any external provider costs at the time you access the services. We can assist you to find local groups of like-minded people in the area, connect you with other students with similar interest groups or simply be a friendly listening ear when you need one.

Depending on your needs, we will provide you with a referral to the relevant local organisation and assist you to access services from them.

Some support services are listed in our Important information section of this handbook however, it is best to come and speak to the office where you can have a confidential discussion and get the right type of service / support for your needs or concerns.

EMERGENCY CONTACTS AND OTHER USEFUL NUMBERS AND INFORMATION		
National	Emergency Services	<p>Phone: 000</p> <ul style="list-style-type: none"> • Police • Fire • Ambulance
NSW	Hospital (closest to campus)	<p>Royal North Shore Public Hospital</p> <p>Address: Reserve Road St Leonards</p> <p>Phone: 02 9926 7111</p> <p>Website: https://www.nslhd.health.nsw.gov.au/Pages/default.aspx</p>
ACT	Hospital (closest to campus)	<p>Canberra Hospital</p> <p>Address: Yamba Drive Garran ACT</p> <p>Phone: 02 5124 0000</p> <p>Website: https://www.canberrahealthservices.act.gov.au/before,-during-and-after-your-care/staying-at-canberra-hospital</p>
National	Mental Health	<p>Lifeline 13 11 14</p> <p>Lifeline provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.</p>
National	Mental Health	<p>Beyond Blue 1300 224 636</p> <p>Beyond Blue provide support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: www.beyondblue.com.au.</p> <p>See a range of help lines and websites at https://www.beyondblue.org.au/get-support/national-help-lines-and-websites including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.</p>

National	Reading and Writing	1300 655 506 https://www.readingwritinghotline.edu.au/ Provides help and education to improve reading, writing or basic maths
National	Financial	1800 007 007 https://ndh.org.au/ National Debt Hotline – Experienced financial councillors who provide information and advice.
National	Legal	https://www.probonocentre.org.au/legal-help/legal-aid/ Australian Pro Bono Centre – Free legal assistance
National	Sexual Assault	1800 737 732 https://www.1800respect.org.au/ Sexual Assault Crisis Line – National sexual assault, domestic family violence counselling service
National	Translating and Interpretation	13 14 50 https://www.tisnational.gov.au/Help-usingTIS-National-services/Contact-TIS-National/ Translating and Interpreting Service – For non-English speakers

TRANSPORT SERVICES

ACT	Light rail	The light rail operates every 5-6 minutes (peak periods) or 10-15 minutes (off-peak periods) on weekdays, and every 15 minutes on weekends.
ACT	Local bus services	Operate every 30 minutes or less on weekdays, connecting the region's suburbs to local shops and the city.
ACT	e-scooters	Shared e-scooters are available for hire throughout central Canberra. Hop on and travel between Belconnen, Gungahlin, Woden, Weston Creek, Molonglo, Tuggeranong and central Canberra. E-scooters are a popular active travel option which help to shift people away from car dependence, better connect them with public transport and introduce them to their local network of shared paths. They are convenient, accessible, environmentally friendly and fun.

ACT	General transport options	https://www.transport.act.gov.au/getting-around/regional-guides/central
NSW	Bus Timetable	https://transportnsw.info/routes/bus
NSW	Train	https://transportnsw.info/routes/train
NSW	Ferry	https://transportnsw.info/routes/ferry
NSW	General transport options	https://transportnsw.info/

ACCESSING ADMINISTRATION SUPPORT

Phone	1800 069 273
Email	office@archer.edu.au
Trading hours (phone support)	Monday to Friday: 9.30am to 4.30pm

ACCESSING STUDENT SUPPORT

Phone	1800 069 273
Email	students@archer.edu.au
Trading hours (phone support)	Monday to Friday: 7.30am to 7.30pm Saturday and Sunday: 9.30am to 12pm

ACCESSING THE STUDENT PORTAL

The Learner Portal is accessed from the following link 7 days a week:

1. Go to <https://app.accelerate.com/>
2. Enter your username and password that the system would have sent you upon enrolment.
3. If encounter any troubles logging on please contact student care either by
 - Phone: 1800 069 273
 - Email: students@archer.edu.au

HELP REQUESTS

We like all our students to have a very open and transparent communication with Archer Institute and your trainer & or assessors. That is why we have our very own “Help Request Portal”

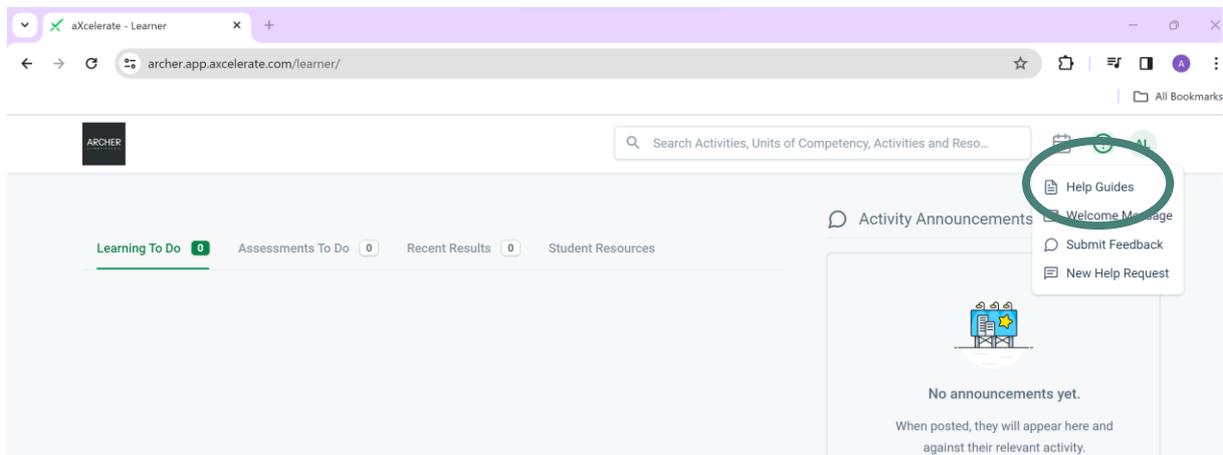
At any stage no matter what you need for example

- Need to speak to your trainer?
- Stuck on a question?
- Require clarification about a task?
- Want further feedback?
- Simply need some advice?
- You feel overwhelmed?
- Or simply anything to do with your studies?

We have a very easy and central process you simply follow the below steps which can be found in your student portal.

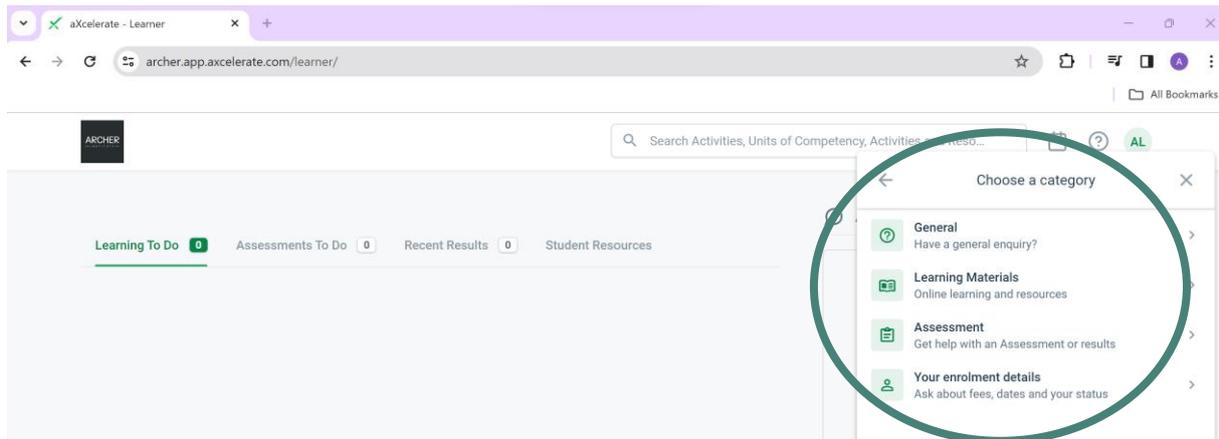
Step 1: ASK FOR HELP

Top right corner of the home screen click the question symbol



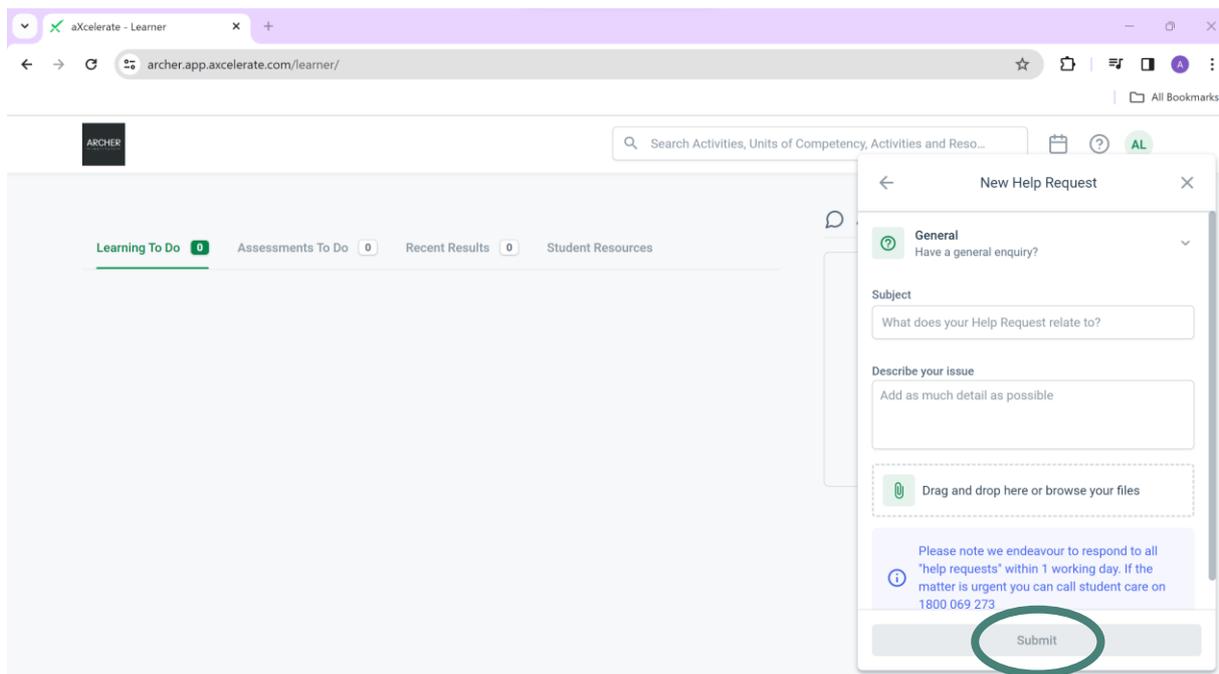
Step 2: SELECT YOUR HELP CATEGORY

Select the type of help you need and follow the prompts displayed on the screen.



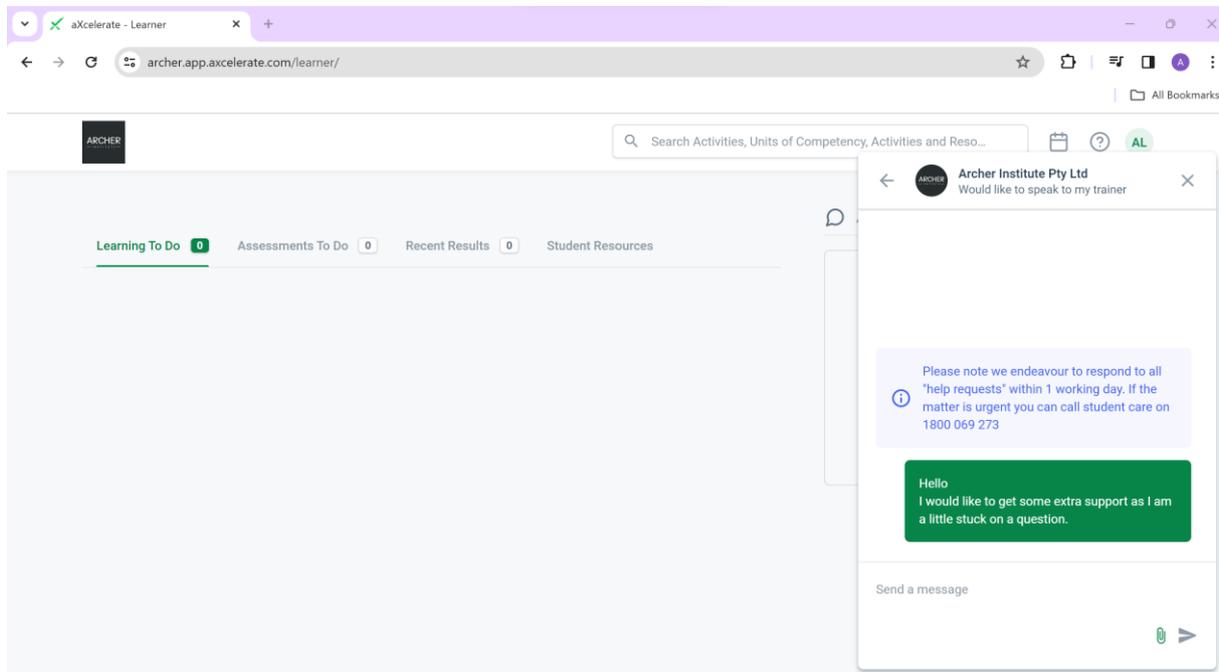
Step 3: SUBMIT YOUR TICKET

All you have to do is fill in the form and click “submit”



Step 4: Await your reply

Once you submit your ticket the message will appear in the chat box. As the team reply to your question it will auto populate back in the chat box for you to view and reply.



Step 5: A copy of your request goes to your email

All help request tickets that you submit via our portal will send a copy to your registered email account. Your registered email account is the email you supplied to us upon enrolling into the institute.

From: aXcelerate Notification <notification@axcelerate.com>
Sent: Monday, February 19, 2024 11:20 AM
To: Student Care o <office@archer.edu.au>
Subject: 🗨️ New aXcelerate Help Request: Would like to speak to my trainer

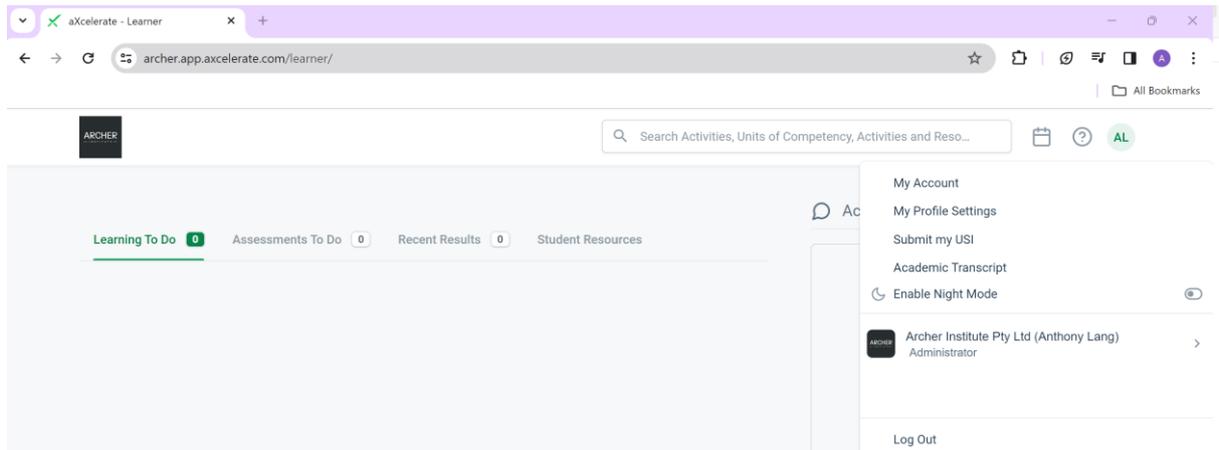
Hi
 A new **General** Help Request has been created by **student name**
[Would like to speak to my trainer](#)

"Hello I would like to get some extra support as I am a little stuck on a question."

This is an automated notice. Please do not reply.

UPDATING YOUR EMAIL ACCOUNT

Should you wish to update your registered email account simply log into the portal. Click on the top right hand corner under your initials and click my account.



Next step is to scroll to the bottom of the page where it says “email” click update enter your new email and click “save” Once completed it should send you a notification to your email account.

Manage Account ✕



Anthony Lang
anthony@archer.edu.au

Sign Out

Account Details
User Accounts
Change Password
Multi-factor Authentication

Mobile Number

...

Verify

i **Country Code**
You don't currently have a country code set. Add one now?

Country Code

Australia (+61)

Add

Email

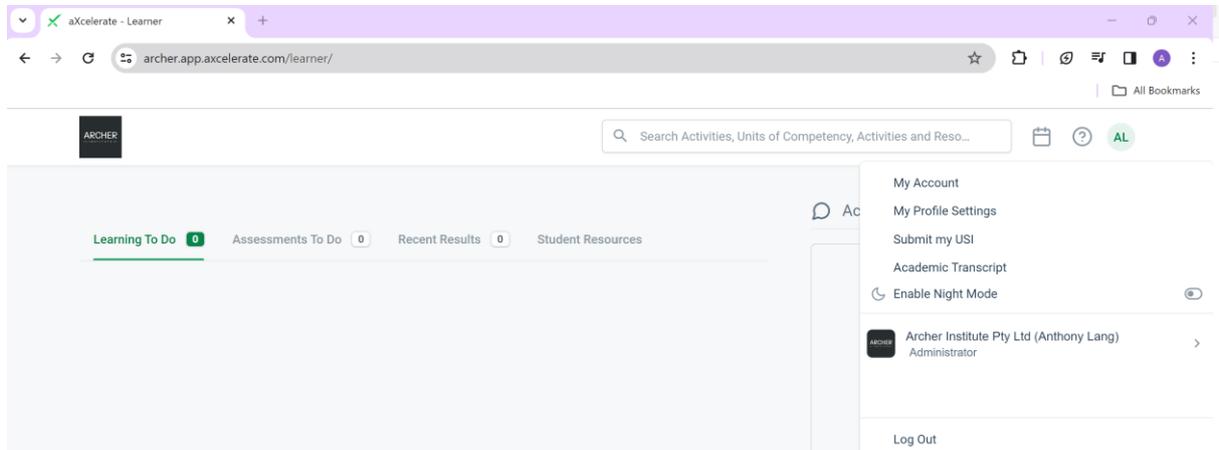
Update

Cancel

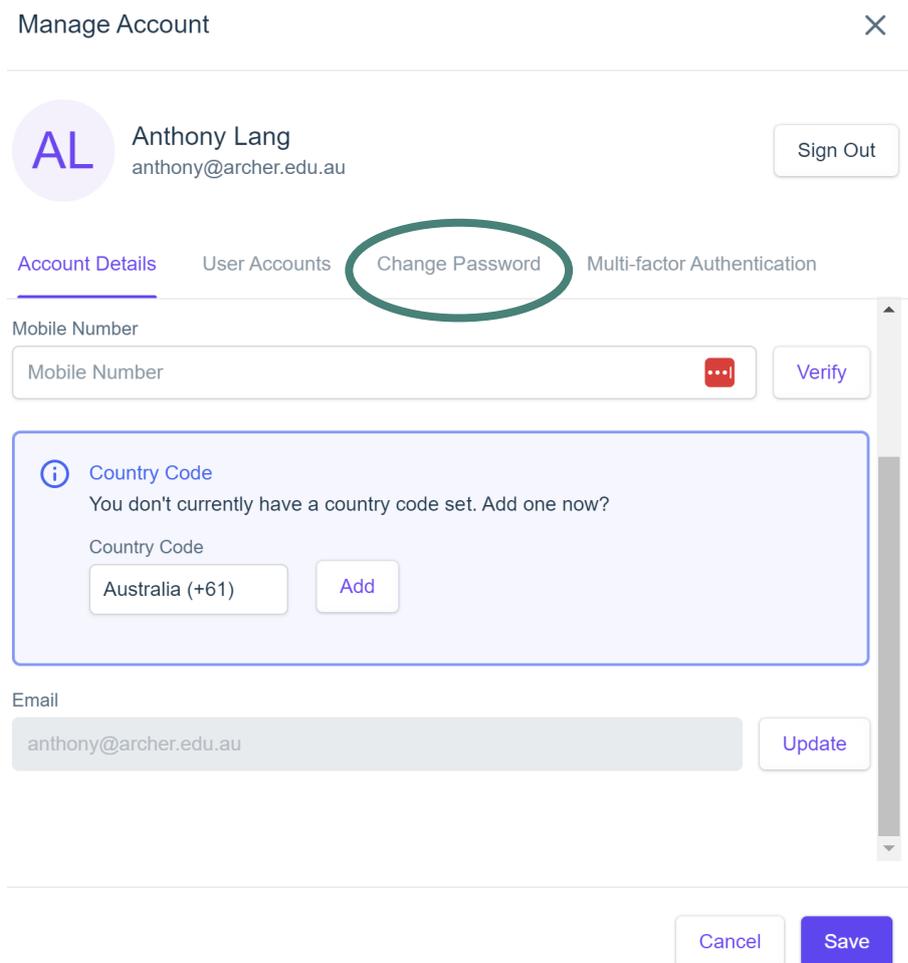
Save

UPDATING YOUR PASSWORD

Should you wish to update your password simply log into the portal. Click on the top right hand corner under your initials and click my account.



Next step you will see in the below screen shot is to click on “change password”



The next step all you have to do is enter

- Current password
- Enter your proposed new password
- In the verify box enter your new password again (make sure it matches)

Click submit and it will process your request and send you a notification email to your registered email account.

Manage Account



Anthony Lang
anthony@archer.edu.au

Sign Out

Account Details

User Accounts

Change Password

Multi-factor Authentication

Current Password

New Password

Verify Password

Submit

SUPPORT WORKSHOPS (FACE TO FACE)

From time to time, we understand some students may require face to face support. That is why Archer Institute are proud to offer fortnightly face to face support workshops on a Monday between 12 and 1.30pm.

SUPPORT WORKSHOPS (WEBINAR)

Interstate and remote students may find it challenging to come to our face-to-face fortnightly support workshops. As such we now offer 30 minute complimentary interactive support workshops. These can be booked in by simply lodging a “help request ticket” via the student portal.

A confirmation email will be sent with a date and time to your registered email. It is recommended that you propose a couple of dates and times of your availability.

PROGRAM OVERVIEW SESSIONS (WEBINAR)

Each month Archer Institute deliver a 60-minute interactive webinar where students can engage and interact with the trainer and get a deeper understanding around

- Program expectations
- Assessment requirements
- Asking questions that may be on your mind
- Engaging with other students
- Obtaining general guidance and support
- Subject matter directions

The trainer will give an introductory overview of the program topic at the commencement followed by Q&A with the students. In the student portal you will be able to locate under the workshop tab the necessary information such as the date, time and links to the interactive webinars.

The program overview sessions are not compulsory, and students have the right to decide if they wish to join.

COUNSELLING

Students who are completing training programs with Archer, either through the online student portal or through attendance at face-to-face workshops and require assistance or counselling related to their studies should first speak to their trainer or assessor if they are attending face-to-face classes or contact the institute via email or telephone if you are an online student. They will arrange for a referral to the appropriate staff member or to an external counselling service. The costs associated with any external services accessed by a student are not covered nor payable by Archer Institute.

Archer Institute can provide 2 x 30 min complimentary webinar counselling sessions to every enrolled student at Archer Institute. These sessions are:

- Delivered by our CEO who holds counselling qualifications.
- The CEO is the only counsellor we have inhouse.

- The sessions are not redeemable for cash.
- Not transferable.
- Are all confidential.

In your session if you present with complexities beyond our CEO standard scope of practice you will be referred to an external health professional. The costs associated with any external services accessed by a student are not covered nor payable by Archer Institute.

PROGRAM DURATIONS

Archer Institute designs training programs in accordance with the Australian Qualifications Framework (AQF) guidelines, which specify the expected duration of learning in years. The conversion to hours is outlined in the table provided below.

The volume of learning encompasses the estimated total time needed to achieve the learning outcomes of the training program. This includes all teaching and learning activities, such as guided instruction (classes, lectures, tutorials, online or self-paced study), individual study, research, workplace learning, and assessment activities.

To calculate the volume of learning, add the nominal (supervised) hours to the unsupervised hours.

Nominal (supervised) hours denote the structured learning and assessment activities supervised by the RTO (Registered Training Organization) to comprehensively cover the content of each unit. It is acknowledged that progress may vary among students. These hours apply to learning and assessment activities delivered through face-to-face, online, and/or structured distance education.

Unsupervised hours encompass activities that contribute to achieving the program outcomes but are not overseen by an RTO trainer or assessor. This may include activities like unsupervised work experience, field placements, private study, and assignment work.

It is important to recognize that some students may already possess extensive practical experience in a specific learning area. This experience will have a significant impact on the number of hours required for you to complete your training. Consequently, the nominal hours needed for these students to attain their qualification will be substantially reduced.

Program durations vary on a number of factors ranging from

- Prior studies
- Prior education
- Work commitments
- Family & sport commitments
- Competing priorities
- Time you spend reading resources, attending voluntary webinars

Archer Institute are very transparent and always open to having transparent conversations around timeframes and expectations that you may have. There is no rush to enrol your welcome to contact student care and discuss these matters in detail prior to your enrolment.

At Archer Institute regardless of the training program that you select we offer a 2 year enrolment period for all training programs that we offer.

What this means is during your 2 year enrolment period you can submit your assessments, seek advice, attend support workshops. This is all at no extra cost as we understand people have

- Families
- Work commitments
- Sporting commitments
- Health commitments
- Financial commitments

This allows our students the maximum opportunity to ensure they can complete their studies. Once the 2 year enrolment passes you can still submit your incomplete assessments but there is a re assessment fee of \$100 per assessment that you submit outside your 2 year enrolment period.

Please note the only time we cannot offer a 2 year enrolment period is from when the regulator announces that a particular training program is to become “superseded”. What this means then is we have 12 months to support you to finalise your existing training program or transfer you to the new training program at no additional cost.

In the event that you do transfer to the new program you will be given a further 2 year enrolment period from the date you are transferred to the new program to complete your studies.

Qualification	Volume of learning	Hours
Certificate III	1 – 2 years	1200 – 2400 hours
Certificate IV	0.5 – 2 years	600 – 2400 hours
Diploma	1 – 2 years	1200 – 2400 hours
Graduate Diploma	1 – 2 years	1200 – 2400 hours

ISSUING CERTIFICATES

Once you have completed all modules and been found competent and have paid all your relevant fees – we will issue you with your appropriate training completion documentation within 30 days. The types of completion documentation would vary depending on if you completed individual units or completed a full national qualification.

Partial Qualification	Statement of Attainment and completion letter
Full Qualification	Testamur and completion letter
Non accredited	Certificate of completion and completion letter

If you withdraw, meaning that you only partially complete your training program, then you will be issued with a Statement of Attainment (SoA) within 30 days of withdrawal for any relevant units where you have been assessed as competent.

We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to do so by law. We cannot issue your certificates if we do not have your USI on file, which is why we ensure upfront that you have created one and assist you to do so at the time of orientation if you have not created one prior to this.

REISSUING CERTIFICATION DOCUMENTS

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualification, we can re-issue these to you. If this is within the first 12 months after completion, there is no charge. After this time there will be a fee of \$55 including GST.

FEEDBACK

Your feedback is important to us! Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. We want to make sure we are meeting the needs of current and future students so please let us know if something isn't right or you have a feedback suggestion by emailing or calling us.

You will also be provided with a Quality Indicator Survey which is issued by the National Centre for Vocation Education and Research (NCVER). You may also receive surveys from your trainer or the office from time to time. Please complete these and return as advised.

If you are inclined, you are welcome to leave us a review

- Google - <https://g.page/r/CaMYvBrTKPEVEBM/review>
- Product Review - <https://www.productreview.com.au/listings/archer-institute>



IF YOUR DETAILS CHANGE...

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details. Please notify us within 7 days if any of these details change.

If you ever notice that something is not right with some of your personal information or our records – please let us know so we can amend your records and correct it.

WHAT IS REQUIRED OF ME AS A STUDENT?

The next section of this handbook outlines important policies and processes that you need to know about as a student. It is expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information.

We look forward to welcoming you as a new student and wish you the best of luck in your studies!

HOW CAN I APPLY?

The application process is outlined in the diagram below:

Complete and submit your Application for Enrolment Form to us. Make sure you include any supporting documents if there are entry requirements for your chosen training program. These may include verified copies of previous qualifications, your ID and previous schooling.



When we receive your application for enrolment, we will assess it against the training program requirements. If your application is verified, we will arrange a short phone interview with you and provide you with a Language Literacy and Numeracy assessment to complete via our portal.



Your application will then be processed and if you are successful, you will be issued with an confirmation of enrolment. If you were unsuccessful, we will be in touch to advise you of the outcome and provide advice about other suitable options or what you need to do before re-applying.



Carefully review your confirmation of enrolment. Read through all of the included policies and procedures and if you are in agreement, sign and return to us along with payment of fees.

POLICIES AND PROCESSES

FEES AND REFUNDS

We want to make sure you understand all fees and charges associated with your training program so please carefully read this section.

You can find out about the fees for a training program on our website, the training program factsheet and in addition all fees associated with your program are included in the Student Agreement. The Student Agreement also includes a detailed payment schedule and payment options, as well as your rights.

We will also tell you about the potential for fees and charges to change over the duration of their training program, although it is unlikely that fees and charges will change.

We always protect your fees by:

- maintaining a sufficient amount in our account so we are able to repay all tuition fees already paid.
- never charging any more than \$1,500 in one instalment.

Please note that the following fees can apply in addition to the fees advertised in the Training Program Brochure.

NON-TUITION FEES THAT MAY APPLY:

NON-TUITION FEES THAT MAY APPLY	AMOUNT
Deferral fee	Nil
Re-assessment fee (outside of your standard 2 year enrolment period)	\$100 per assessment submission
Fees for late payment of training program fees	\$50 per week for each week the payment for training fees is delayed
Credit transfer	Nil
RPL	Application fee of \$200 Unit fee – Cert IV level \$100 per unit Unit fee – Diploma level \$200 per unit Unit fee – Grad Diploma level \$1,000 per unit Reassessment fee - \$100 per unit
Work placement fee	Placement fee \$399 (only payable if we have to obtain your placement for you)

NON-TUTION FEES THAT MAY APPLY	AMOUNT		
Placement hosting fee	\$133 per hour minimum 2 hours		
Travel Fee	Should you require a trainer to attend your office for delivery of accredited training, non accredited training or in person support. This will incur a charge of \$0.89 per km. This is based from when the trainer sets off to your location to returning to their home or our campus.		
Ezy Pay (external credit card / payment plan provider)	Load Fee	\$2.00	Paid By: student
	Failed Payment Fee	\$8.90	Paid By: student
	Transaction Fee - Bank	\$2.00	Paid By: student
	Transaction Fee - MasterCard/Visa	2.00%	Paid By: student
	Transaction Fee - AMEX	2.70%	Paid By: student

You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements. If no arrangements have been made, a late payment fee of \$50 per week will apply.

All payments are to be made into the account specified on the invoice.

Where fees are overdue and you have not made alternative arrangements, a first warning, second warning will be sent to you as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting us to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting us to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, any fees you have previously paid to date are non-refundable under any circumstances.

REFUNDS

Please carefully read the following information about refunds. This applies whether you paid the fees or someone else paid fees and non-tuition fees on your behalf.

If we cancel a training program either before or after it starts, you will receive an automatic refund and do not need to complete the Refund Application Form. The refund will be provided within 10 working days of the cancellation.

In all other circumstances, you should complete and submit a Refund Application Form which can be accessed from our office or our website. This form must be submitted within 7 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to you within 20 working days, as well as any applicable refund.

Refunds will be paid to you or to the person or organisation who paid the training program fees and will be paid in Australian Dollars.

The refund policy does not remove your right to take further action under Australian Consumer Law.

STUDENT REFUNDS

In addition to the above circumstances, refunds apply as follows:

CIRCUMSTANCE	REFUND DUE
Archer Institute cancels training program before commencement and does not offer to reschedule	Full refund of all training program fees.
Archer Institute cancels program following commencement and does not offer to reschedule	Full refund of all training program fees
Face-to-face student withdraws up to 4 weeks prior to training program commencement.	Refund of all student payments made
Face-to-face student withdraws less than 4 weeks but more than 48 hours prior to training program commencement.	Cancellation fee \$295
Face-to-face student withdraws less than 48 hours prior to training program commencement.	30% of training program fees to be paid
Face-to-face students withdraws after commencement	No refund on any previously paid fees
Student's enrolment cancelled due to disciplinary action	No refund on any previously paid fees
Online / paper-based enrolments	Once you have accessed the student portal or received your paper-based assessments, no refund applies. If you are utilising a payment plan and you withdraw from your training program, the remaining payments will become due and payable.

CIRCUMSTANCE	REFUND DUE
RPL assessments	No refund on any RPL application, unit fees or reassessment fees on any previously paid fees.
Transition between delivery modes	The student is required to pay the difference between the online delivery fee and blended delivery fee. No refunds apply once the student has transitioned between delivery modes.
Work placement	There is no refund on any work placement or hosting fees once placement has been booked and confirmed in writing.
Ezy Pay	No refund on any previously paid credit card fees unless Archer Institute cancels the training program.
Ezy Pay – Failed Payment fee	Archer Institute will not reimburse you the “failed payment fee” that was charged by Ezy Pay for having insufficient funds in your bank account to pay your training fees.

COMPLAINTS AND APPEALS

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us, our trainers and assessors and other staff, another student of Archer Institute as well as any third party that provides services on our behalf such as education agents.

Complaints can be in relation to any aspect of our services.

Appeals can be made in respect of any decision made by Archer Institute. An appeal is a request for Archer Institute’s decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We do encourage you to firstly seek to address the issue informally by discussing it with the person involved.

However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you can access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- submit your complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outline the information that should be provided and can be accessed from student support
- submit your complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

We will acknowledge your complaint or appeal will be acknowledged in writing within 3 working days of receipt.

We will review your complaint or appeal will commence within 5 working days of receiving the complaints.

Complaints and appeals will be finalised as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, Archer Institute will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the complaints and appeals process to you in writing and this will include the reasons for the decision.

If you do need to come in for a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal.

Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision to report you.

Additionally, If the appeal is against our decision to report you for unsatisfactory training program progress, your enrolment will be maintained until the external process is completed and has supported or not our decision to report you.

If the appeal is against our decision to suspend or cancel your enrolment due to misbehaviour, this will not take effect until after the outcome of the internal appeals process.

INDEPENDENT PARTIES

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to an independent mediator. We recommend the Resolution Institute. You are responsible for all associated costs, except where we make a decision to refer the matter to the Resolution Institute.

We will cooperate in full with the independent mediator's decision and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation.

We will communicate all actions to you in writing based on the independent mediator's decision.

Complaints can also be made to the organisations indicated below:

NATIONAL TRAINING COMPLAINTS HOTLINE

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Access to the Hotline is through:

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

Email: ntch@education.gov.au

AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

<https://www.asqa.gov.au/complaints>

Nothing in this policy and procedure limits the rights of an individual to take action under Australia’s Consumer Protection laws and it does not circumscribe an individual’s rights to pursue other legal remedies.

COMPASSIONATE OR COMPELLING CIRCUMSTANCES

You will find that many of our policies refer to compassionate and compelling circumstances, so it is important to understand this term.

Compassionate and compelling circumstances are personal circumstances that:

- are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and
- present you with limited or no choice.

TRAINING PROGRAM PROGRESS AND MONITORING

To maintain satisfactory progress you must:

- Submit one unit of competency each and every month.
- satisfactorily complete all your assessments in each months submission
- actively participate in webinar workshops if they form part of the program.

Your training program progress will be monitored to make sure you are completing all your assessments and actively participating in learning.

We will also be recording any workshop or support workshops you attend. We may assess that you are at risk of unsatisfactory training program progress if you:

- Fail to submit monthly assessments
- do not attend workshops on a regular basis if required by your training program
- do not participate in learning activities within the online/ face to face workshops.

In this case we will contact you in writing and issue you with a First Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and to agree on a plan to address this (an Intervention Strategy).

If following the First Warning Letter you either do not attend a meeting with us or continue to not make satisfactory training program progress, we will send you a Second Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to possibly adjust the Intervention Strategy agreed on.

If following the Second Warning Letter you either do not attend a meeting with us or continue to not make satisfactory training program progress, we will send you a Notice of Intention to Cancel Enrolment for Unsatisfactory Training Program Progress/Attendance

including the reasons for the notice. You may appeal this decision (see section on complaints and appeals) but you must do so within 20 days of receiving the notice.

Please note that extensions to your training program duration may be allowed:

- if you can provide evidence of compassionate or compelling circumstances
- where you are participating in or about to participate in an intervention strategy because you are at risk of not meeting training program progress or attendance requirements.

If you are struggling needing help or your circumstances change please reach out to us to discuss as we have a number of support options available. For example, this could range from

- Access to the institute's counsellor
- Extension on assessments
- Extra online support
- Face to face support our one of our campuses.

DEFERRING YOUR TRAINING PROGRAM

Archer Institute allows you to defer your training program. This means that your place is guaranteed but you can choose to delay the start of your training program for up to 12 months.

To defer your training program, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

SUSPENDING YOUR TRAINING PROGRAM

Archer Institute allows you to suspend your training program. This means that although you have commenced your studies you will be able to take a leave from your studies of up to 12 months.

To suspend your training program, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

A leave of absence will not be approved if fees are unpaid.

TRANSFERRING TRAINING PROGRAMS WITHIN ARCHER INSTITUTE

Archer Institute offers students the options to transfer to other training programs within Archer Institute.

Archer Institute will approve your request for transfer if you can show that:

- the training program better meets your study capabilities and/or long-term goals.
- you provide evidence that your reasonable expectations about the training program are not being met.

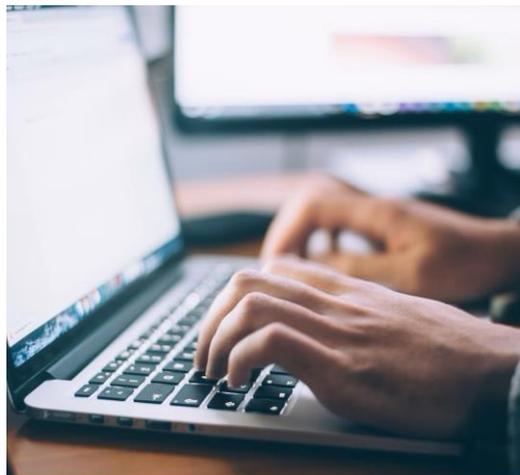
Archer Institute will not approve your request if:

- you have unpaid training program fees for the current study period.

HOW TO APPLY

If you wish to apply to transfer to another training program, you must complete an Internal Training Program Transfer Form. The Form will require you to include a statement of your reasons for wishing to transfer.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, a new Confirmation of Enrolment will be provided to you. It is also important to check whether any additional fees will be required to be paid.



APPEALING THE DECISION

If your application for internal transfer is unsuccessful you will be advised in writing, and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

DISCONTINUING YOUR STUDIES

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

SUSPENDING OR CANCELLING YOUR ENROLMENT

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour (i.e., not abiding by the Student Code of Conduct as outlined in this Handbook).

- Not paying your training program fees.
- Not making satisfactory progress as set out in this Handbook.

Where any of the above circumstances apply you will be contacting in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not cancel your enrolment until the internal appeal process is complete, unless your health and wellbeing or that of others could be at risk.

PRIVACY AND ACCESS TO RECORDS

WHY WE COLLECT YOUR PERSONAL INFORMATION

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide this information, we will be unable to process your enrolment.

HOW WE USE YOUR PERSONAL INFORMATION

We use your personal information to enable us to deliver VET training programs to you, and otherwise, as needed, to comply with our obligations as an RTO.

HOW WE DISCLOSE YOUR PERSONAL INFORMATION

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

HOW THE NCVER AND OTHER BODIES HANDLE YOUR PERSONAL INFORMATION

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage

- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

SURVEYS

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

CONTACT INFORMATION

At any time, you may contact Archer Institute to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice.

Please contact us using the contact details provided at the beginning of this Handbook. If you would like to view a copy of our privacy policy and associated procedures, let us know and we will provide this to you.

STUDENT CODE OF CONDUCT

The following information outlines what is expected of you.

YOUR RESPONSIBILITIES

POLICIES AND PROCEDURES

You are expected to:

- read and follow our policies as documented in this Handbook
- respond to our communications promptly

- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

LEARNING AND ASSESSMENT

You are expected to:

- attend scheduled classes
- actively participate in learning
- complete all homework given to you
- complete and submit all assessments on time
- refrain from plagiarism, cheating and collusion
- pay all fees due
- ask for support if needed.

CLASSROOM/WEBINAR CONDUCT

You are expected to:

- arrive on time for your class
- be prepared for class
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English.

RESPECT AND ETHICS

You are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner
- use our resources for the purpose for which they are intended
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly
- respect ours and other people's property.

YOUR RIGHTS

POLICIES AND PROCEDURES

You can expect to:

- be informed of our policies and associated procedures
- receive regular and relevant communications

- learn in a safe environment
- have your personal details kept confidential and secure
- access the information that we hold about you
- have the opportunity to provide feedback on services received.

LEARNING AND ASSESSMENT

You can expect to:

- be provided with high quality training, assessment and support services
- receive the support you need
- have your assessments marked and returned within 10 working days of submission
- receive feedback on assessments where the result is not satisfactory.

CLASSROOM /WEBINAR CONDUCT

You can expect your trainer and assessor to:

- be on time for classes
- be prepared for class
- be knowledgeable and engaging
- dress appropriately
- only use handheld devices in class when they are relevant to the activity
- communicate in English.

RESPECT AND ETHICS

You can expect:

- to have your values and beliefs respected
- to be treated fairly and equitably by staff and students
- to interact with others in a collaborative, professional manner
- respect for yourself and your property.

Declaration of understanding

Training Program Name: _____

Proposed Start Date: _____

Student Name: _____

Please tick	I, the above-named student, declare that
<input type="checkbox"/>	I have read the student handbook from start to finish and clicked on the links provided in this handbook.
<input type="checkbox"/>	I understand my obligations as a student.
<input type="checkbox"/>	I have been offered access to learning support services and aware how I can access help should I require this during my studies.
<input type="checkbox"/>	I have read the training program outline on Archer Institutes website that I am proposing to enrol into and I wish to proceed with my enrolment with Archer Institute.
<input type="checkbox"/>	I have read and understand that certain training programs offered by Archer Institute have occupational licensing outcomes. I have been made aware that Archer Institute only provide the educational requirements and have no control with external government agencies with me being approved or declined for my occupational licence.
<input type="checkbox"/>	I am aware there is no refund on the training program fees should my occupational licence application be refused.
<input type="checkbox"/>	I understand the cancellation and refund policy offered by Archer Institute.
<input type="checkbox"/>	I aware that should my training program require work placement this is my responsibility. In the event I can't secure placement Archer Institute can assist but there will be additional fees payable to both Archer Institute & the host provider.
<input type="checkbox"/>	I consent that my photograph / videos of me may be used in social media or for marketing purposes for Archer Institute.

X

Student Full Name
Student

X

Date