



# STUDENT HANDBOOK



## Table of Contents

<b>INTRODUCTION .....</b>	<b>4</b>
WELCOME .....	4
ABOUT US .....	4
OUR OBLIGATION TO YOU .....	4
OUR CONTACT DETAILS .....	5
ABOUT US .....	5
DELIVERY MODES.....	6
ONLINE ENROLMENTS.....	6
INTELLECTUAL PROPERTY.....	7
GST .....	7
PAYMENT METHODS .....	8
PRE-APPROVED PAYMENT PLANS .....	8
STRIPE.....	9
ACADEMIC INTEGRITY .....	10
TRAINING COURSES WE OFFER.....	12
TRAINING COURSE OUTLINE .....	12
CONTINUING PROFESSIONAL DEVELOPMENT (CPD) AND SHORT COURSES .....	18
LICENSED OUTCOMES: .....	18
STUDENT EQUIPMENT RESOURCES .....	19
WHAT IS A USI AND WHY DO I NEED ONE? .....	19
STEPS TO CREATE YOUR USI. ....	21
ALREADY HAVE A USI?.....	21
UPDATING RESULTS ON USI TRANSCRIPT.....	21
LANGUAGE, LITERACY, NUMERACY AND DIGITAL LITERACY (LLND) .....	22
INTERACTIVE PHONE SKILLS ASSESSMENT – END OF COURSE .....	23
SUPERSEDED TRAINING COURSES.....	23
RPL AND CREDIT TRANSFER .....	24
<i>LEARNING PLAN</i> .....	26
TRAINING COURSE ORIENTATION .....	27
ASSESSMENT AND STUDY REQUIREMENTS.....	28
REASONABLE ADJUSTMENT .....	28
WHAT CAN I EXPECT DURING TRAINING AND ASSESSMENT? .....	30
CHEATING AND COPYING FROM EXTERNAL SOURCES?.....	30
ASSISTIVE TECHNOLOGIES (E.G. GENAI, CHAT GPT).....	30
ASSESSMENT TURN AROUND TIMES.....	31
WORK PLACEMENTS .....	31
IS THERE A CONNECTION BETWEEN ARCHER INSTITUTE AND ALTERNATIVE LEGAL .....	32
REASSESSMENT ARRANGEMENTS .....	32
NO GUARANTEE.....	33
SUPPORT AND WELFARE.....	33
<i>DIVERSITY, INCLUSION &amp; WELLBEING SUPPORT</i> .....	38
<i>ACCESSING THE STUDENT PORTAL</i> .....	40
RESETTING YOUR PASSWORD .....	40
HELP REQUESTS .....	40
RESPONSE TIMEFRAMES.....	43
UPDATING YOUR EMAIL ACCOUNT.....	43
UPDATING YOUR PASSWORD .....	44
TRAINER & ASSESSOR CONTACT DETAILS .....	46
SUPPORT WEBINARS (DROP IN SESSIONS).....	46
ADDITIONAL WORKSHOPS .....	46
COURSE DURATIONS .....	47
ISSUING CERTIFICATION DOCUMENTATION .....	48

REISSUING CERTIFICATION DOCUMENTS .....	49
FEEDBACK.....	49
IF YOUR DETAILS CHANGE .....	49
WHAT IS REQUIRED OF ME AS A STUDENT? .....	49
<b>POLICIES AND PROCESSES .....</b>	<b>50</b>
FEES AND REFUNDS .....	50
NON-TUITION FEES THAT MAY APPLY: .....	50
REFUNDS .....	51
STUDENT REFUNDS .....	52
COMPLAINTS AND APPEALS .....	53
INDEPENDENT REVIEW PARTY .....	55
COMPASSIONATE OR COMPELLING CIRCUMSTANCES .....	56
TRAINING COURSE PROGRESS AND MONITORING .....	58
DEFERRING YOUR TRAINING COURSE .....	59
SUSPENDING YOUR TRAINING COURSE .....	59
TRANSFERRING TRAINING COURSES WITHIN ARCHER INSTITUTE.....	60
HOW TO APPLY FOR A TRANSFER .....	60
DISCONTINUING YOUR STUDIES .....	60
SUSPENDING OR CANCELLING YOUR ENROLMENT .....	60
PRIVACY NOTICE .....	61
<i>PRIVACY AND ACCESS TO RECORDS .....</i>	<i>61</i>
SURVEYS.....	62
CONTACT INFORMATION .....	62
<b>STUDENT CODE OF CONDUCT .....</b>	<b>63</b>
<i>YOUR RESPONSIBILITIES .....</i>	<i>63</i>
YOUR RIGHTS.....	64

## 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 course and education provider to ensure you are set up for the future.



### ABOUT US

Our head office campus is located in Brookvale, NSW. Archer Institute provides training courses to the property sector. 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 courses 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 certification documentation.

### 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 2025, which are part of the VET Quality Framework. For more information - <https://training.gov.au/resources>

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: [info@archerinstitute.edu.au](mailto:info@archerinstitute.edu.au)

Student Support email: [students@archerinstitute.edu.au](mailto:students@archerinstitute.edu.au)

Website: [www.archerinstitute.edu.au](http://www.archerinstitute.edu.au)

### Administration office hours

Monday to Friday – 9am to 5pm

### Student support contact details

Student Support line: 1800 069 273

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 [anthony@archerinstitute.edu.au](mailto:anthony@archerinstitute.edu.au)

Operations Manager: Emma Lang 1800 069 273 [emma@archerinstitute.edu.au](mailto:emma@archerinstitute.edu.au)

### Head Office:

**NSW** – Suite 2/2 Victor Road, Brookvale NSW 2100 (head office)



## ABOUT US

Our company has been offering accredited training for approximately 7 years. Over time, it has offered a variety of training courses. In July 2023, the company was sold and underwent:

- A complete change of ownership and management
- Relocated head office
- Underwent a brand refresh
- Updated our scope of registration to reflect our areas of specialty
- Implemented new policy and operating procedures which we continue to update and refine,
- Implemented a brand new LMS / SMS system (aXcelerate).

## DELIVERY MODES

All of our accredited training courses are delivered online via our student portal.

Mode	Description
Online	Self-paced, 100% online learning delivery. Access to the portal 24/7. Access to our voluntary fortnightly support workshops
Face-to-Face	We currently only deliver real estate CPD courses face-to-face. All other courses are delivered online.

All enrolments include:

- Support workshops via Teams / Zoom
- Unit overviews
- Completing written assessments
- One to one specialist support where required

## ONLINE ENROLMENTS

From 8<sup>th</sup> July 2025, when you enrol online via our portal, you will be considered “tentatively enrolled”. You will be expected to undertake and complete our online LLND activity and the academic integrity activity.

Upon completion of the LLND activity and academic integrity activity, if there are no indications of additional support requirements, we will formally accept your enrolment into Archer Institute.

After this, we will unlock your full online training course in the student portal for you to begin your studies at your own pace.

In the event your LLND / academic integrity activity identifies that you do not meet the requirements we will

- a) Notify you via email
- b) Call to discuss what has been identified
- c) Suggest recommendations to meet the requirements either internally or externally with other specialist providers
- d) Offer you a full refund on any payment made under your tentative enrolment

We will always try and support you with what is identified however, sometimes the use of external providers to assist you meet the identified gap is a far more productive outcome. Some specialist external providers have specialist skills and knowledge which exceed our capabilities.

If this is the case, we will recommend who to call and where to go and what your next steps are. This will always be done in writing so you can refer to the details at a later stage.

It is not our intention to try and stop you from enrolling into a course of your choice, but rather you have the appropriate skill level to ensure you can complete your desired course without unnecessary challenges which could have been identified at the pre-enrolment stage.

## **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 course that offers units of competency or an entire qualification, the associated training course 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 course for professional or trade purposes qualifies as a GST-free educational training course. 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 course fees via direct deposit or credit card or utilise one of our pre-approved Stripe payment plans.

Banking details can be found on your tax invoices.

## PRE-APPROVED PAYMENT PLANS

Training Course	Monthly Instalment	Maximum Timeframe
Class 1 Licensee in Charge NSW	\$500 – total \$2,500	5 months
Class 2 Licensee in Charge NSW	\$300 – total \$1,800	6 months
Class 1 Licensee in Charge ACT	\$500 – total \$2,500	5 months
Class 2 Real Estate Agent ACT	\$300 – total \$1,800	6 months
Real Estate Agent Licence QLD	\$160 – total \$960	6 months

\* After you pay your deposit, you then pay equal monthly instalments in line with the above instalment plan which is managed by Stripe.

\*\* Overdue accounts may incur additional administrative costs.

## **STRIPE**

You have the option to pay your training course fees via credit card or a pre-approved payment plan through Stripe. Please note there are associated fees in paying via credit card.

Please note there may be associated merchant processing fees when paying by card.

Employer-paid enrolments can also be arranged, and a formal tax invoice can be issued upon request. Students on payment plans should ensure sufficient funds are available at the time scheduled payments are processed. In the event of a failed payment, additional merchant or processing fees may apply. There are no refunds on any associated merchant or transaction fees after the student has access to the courses, unless otherwise required under Australian Consumer Law.

Archer Institute will never charge any more than \$1,500 prior to enrolment or in one installment for individual enrolments.

Any applicable merchant fees will be displayed at the online checkout prior to confirming payment. All fees and charges are inclusive of GST unless otherwise stated and are correct at the time of publishing this handbook.

Students on payment plans should ensure sufficient funds are available at the scheduled payment date. In the event of a failed payment, additional processing or failed payment fees may apply.

Students acknowledge and consent to the sharing of relevant personal and financial information collected during enrolment with Stripe solely for the purpose of securing processing payments and managing agreed payment arrangements.

## ACADEMIC INTEGRITY

At Archer Institute, we take academic integrity seriously. It is about being honest, fair and respectful in all aspects of your learning and assessment. We expect all students to do their own work and to act ethically throughout their studies.

### What is academic integrity?

Academic integrity means:

- Completing your assessments on your own, unless group work is explicitly specified
- Giving credit when using someone else's ideas or work
- Being honest about what you know and what you do not
- Not helping others cheat or copy

### What is academic misconduct?

Examples of misconduct include:

- **Plagiarism** – using someone else's words or ideas without proper reference
- **Collusion** – working with others on an individual task or submitting shared work as your own
- **Cheating** – using unauthorised materials, copying answers, or accessing answers during an assessment
- **Ghost-writing** – submitting work that was completed by someone else (paid or unpaid)
- **Falsifying information** – making up data, records, or certificates

### Why is it important?

Academic integrity protects the value of your qualification. It shows future employers that you have genuinely earned your knowledge and skills. It also ensures fairness for all students.

### **Consequences of academic misconduct**

If a student is found to have breached academic integrity, we may:

- Issue a warning
- Ask the student to re-do the assessment
- Record a Not Yet Competent result
- Suspend or cancel enrolment at the sole discretion of the CEO.

### **How to avoid issues**

- Always submit your own work
- Use your own words and understanding
- If you quote or refer to someone else's ideas, give credit
- If you are not sure, ask your trainer

Maintaining academic integrity is a shared responsibility. We are here to support you, so please reach out if you are ever unsure about what is okay and what is not. As part of your enrolment process you will be required to undertake an academic integrity activity prior to commencing your studies with Archer Institute.

## TRAINING COURSES WE OFFER:

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

- Assistant Agent course (5 units of competency)
- CPP41419 Certificate IV in Real Estate Practice (18 units of competency; 5 core and 13 elective units of competency)
- CPP51122 Diploma of Property (Agency Management) (12 units of competency; 7 core and 5 elective units of competency)

## TRAINING COURSE OUTLINE

### ASSISTANT AGENT

The below 5 units meet 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

### CPP41419 Certificate IV in Real Estate Practice

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

Core

CPPREP4002 Access and interpret ethical practice in real estate

Core

CPPREP4003 Access and interpret legislation in real estate

Core

CPPREP4004 Establish marketing and communication profiles in real estate	Core
CPPREP4005 Prepare to work with real estate trust accounts	Core
CPPREP5010 Manage customer service activities in the property industry	Elective Group B – General Elective (Dip qual)
CPPREP5004 Manage a safe workplace in the property industry	Core – (Dip qual)
CPPREP5008 Market the property agency	Elective Group B – General Elective (Dip qual)
CPPREP4101 Appraise property for sale or lease	Elective Group A – Residential Property Sales
CPPREP4102 Market property	Elective Group A – Residential Property Sales
CPPREP4103 Establish vendor relationships	Elective Group A – Residential Property Sales
CPPREP4104 Establish buyer relationships	Elective Group A – Residential Property Sales
CPPREP4105 Sell property	Elective Group A – Residential Property Sales
CPPREP4121 Establish landlord relationships	Elective Group B – Residential Property Management
CPPREP4122 Manage tenant relationships	Elective Group B – Residential Property Management
CPPREP4123 Manage tenancy	Elective Group B – Residential Property Management
CPPREP4124 End tenancy	Elective Group B – Residential Property Management
CPPREP4125 Transact in trust accounts	Elective Group B – Residential Property Management

The 12 units listed below 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

The 19 units listed below 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 and 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 in real estate

The 10 units listed below 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 12 units listed below meet the educational requirements for

- NSW Class 1 licence / ACT Class 1 licence

CPPREP5001 Manage compliance in the property industry	Core
CPPREP5002 Establish and monitor property industry trust account management practices	Core
CPPREP5003 Manage ethical practice in the property industry	Core
CPPREP5004 Manage a safe workplace in the property industry	Core
CPPREP5005 Manage teams in the property industry	Core
CPPREP5006 Manage operational finances in the property industry	Core
CPPREP5007 Develop a strategic business plan in the property industry	Core
CPPREP5008 Market the property agency	Elective – Group B
CPPREP5010 Manage customer service activities in the property industry	Elective – Group B
BSBLDR522 Manage people performance	Elective – Group B
BSBLDR602 Provide leadership across the organisation	Elective – Group B
BSBOPS502 Manage business operational plans	Elective – Group B

VIC Agents Licence Course - this course is for existing Agents Representatives (holding CPP41419 Certificate IV in Real Estate Practice) to apply for their Estate Agents Licence with Consumer Affairs Victoria.

- CPP51122 Diploma of Property (Agency Management)

CPPREP5001 Manage compliance in the property industry	Core
CPPREP5002 Establish and monitor property industry trust account management practices	Core
CPPREP5003 Manage ethical practice in the property industry	Core
CPPREP5004 Manage a safe workplace in the property industry	Core
CPPREP5005 Manage teams in the property industry	Core
CPPREP5006 Manage operational finances in the property industry	Core
CPPREP5007 Develop a strategic business plan in the property industry	Core

CPPREP5008 Market the property agency	Elective – Group B
CPPREP5010 Manage customer service activities in the property industry	Elective – Group B
BSBLDR522 Manage people performance	Elective – Group B
BSBLDR602 Provide leadership across the organisation	Elective – Group B
BSBOPS502 Manage business operational plans	Elective – Group B

## CONTINUING PROFESSIONAL DEVELOPMENT (CPD) AND SHORT COURSES

We offer entry level training courses comprising nationally accredited units of competency. These short course training courses fulfil 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 must engage in continuing professional development (CPD) to uphold their registration, and Archer Institute offers these short course training courses as part of our services.

Please refer to our website for further information about CPD training. Please note, depending on your state certain CPD courses attract GST in line with the ATO rules around accredited and non-accredited training courses.

### LICENSED OUTCOMES:

Certain training courses 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 and even call and discuss their personal circumstances and history with the regulator if they feel a past event could hinder their application.

Property		
State	Body	URL Link
New South Wales	NSW Fair Trading	<a href="https://www.fairtrading.nsw.gov.au/housing-and-property/property-professionals">https://www.fairtrading.nsw.gov.au/housing-and-property/property-professionals</a>
Australian Capital Territory	Access Canberra	<a href="https://www.accesscanberra.act.gov.au/business-and-work/real-estate-and-property">https://www.accesscanberra.act.gov.au/business-and-work/real-estate-and-property</a>
Victoria	Consumer Affairs	<a href="https://www.consumer.vic.gov.au/licensing-and-registration/estate-agents">https://www.consumer.vic.gov.au/licensing-and-registration/estate-agents</a>
Queensland	Fair Trading	<a href="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">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</a>

Tasmania	Property Agents Board of Tasmania	<a href="https://www.propertyagentsboard.com.au/application-forms.html">https://www.propertyagentsboard.com.au/application-forms.html</a>
Western Australia	Department of Commerce	<a href="https://www.commerce.wa.gov.au/consumer-protection/licensing-and-registration-real-estate">https://www.commerce.wa.gov.au/consumer-protection/licensing-and-registration-real-estate</a>
Northern Territory	Northern Territory Agents Licensing Board	<a href="https://industry.nt.gov.au/boards-and-committees/agents-licensing-board">https://industry.nt.gov.au/boards-and-committees/agents-licensing-board</a>
South Australia	Consumer and Business Services	<a href="https://www.sa.gov.au/topics/business-and-trade/licensing/real-estate">https://www.sa.gov.au/topics/business-and-trade/licensing/real-estate</a>

## STUDENT EQUIPMENT RESOURCES

Students require access to a computer or laptop with office suite software (word processor, spreadsheet, presentation). Examples of suitable office suites are:

- Microsoft Office
- Google Docs, Sheets, Slides
- Apple iWork

Students also require access to an internet connection that can handle video streaming.

Students can download Microsoft Office for free at: <https://www.microsoft.com/en-gb/education/products/office>

It is highly recommended that students have dual computer screens so they can view the portal on one PC screen and the alternative screen for researching purposes. This is not essential but more a recommendation based on prior student feedback.

## 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. 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.

Please note from 1<sup>st</sup> July 2025 no student will be able to enrol unless they supply their USI number upon enrolment.

# 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](https://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](https://usi.gov.au/students/find-your-usi)

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



## 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](#).

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.

## UPDATING RESULTS ON USI TRANSCRIPT

Once your training course has officially completed we will report your student data to the National Centre for Vocational Education (NCVER). Reporting is currently set to once a year as of the 1<sup>st</sup> November 2025 we will be submitting each quarter.

## 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](https://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](https://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](https://usi.gov.au/help)

Get your USI now! [usi.gov.au](https://usi.gov.au)



## LANGUAGE, LITERACY, NUMERACY AND DIGITAL LITERACY (LLND)

Language, literacy, numeracy and digital literacy (LLND) skills impact greatly on you as a student and your chance of success in our training course. Enrolling a student into a training course 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.

When you first apply online to enrol into a training course with Archer Institute you will be considered “tentatively enrolled” subject to you completing and passing your LLND activity. You will be required to undertake a language, literacy, numeracy and digital (LLND) assessment prior to starting a training course with Archer Institute. The purpose of this is to ensure that you have the adequate skills to undertake your training course, progress through your course 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.

An example of other skills or competencies that will be reviewed could be things you disclose on your enrolment form or could be in the form a conversation with you as the student. The concept is to understand and identify potential barriers to ensure we have adequate support measures but most of all ensure we are not setting you up to fail or not to be able to complete your studies.

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.

Should you not pass your LLND activity we will offer you a full refund within 7 working days.

We will conduct an intake call with each student upon receiving a completed enrolment form. During this call, we may discuss items which have been disclosed on your form (i.e. prior education, disabilities) as this may form part of the eligibility criteria. We may also discuss your prior education and experience in order to determine if you would qualify for credit transfer (CT) or recognition of prior learning (RPL).

## **INTERACTIVE PHONE SKILLS ASSESSMENT – END OF COURSE**

Every student upon completing a training course is required to undertake a phone skills assessment call. This is a consolidation of your learning and to verify knowledge put into verbal practice. These are conducted via zoom, Microsoft Teams or over the phone. You can book your phone skills call either by calling student services or via the student portal.

It is a safety measure Archer Institute has in place to ensure all students have consolidated knowledge by the end of their course. In the event the assessor identifies that you are not yet competent, additional training will be offered to the student to assist in meeting the requirements.

## **SUPERSEDED TRAINING COURSES**

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 course for no additional fees.
- As an Institute we have a policy of not enrolling any new students into any training course 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 courses 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 course. Any prospective students must enrol into the new version of the training course.

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 course requirements.

## **RPL AND CREDIT TRANSFER**

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your training course, 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 at the time of enrolment, during the intake call.

You will need to provide a certified copy of your AQF certification documentation 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 enrolment, during the intake call. There is no additional charge for RPL.

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

### **Recognition of Prior Learning (RPL)**

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 course.

Following your intake call, if you decide to proceed with an RPL application, we will customise your student portal to reflect the RPL pathway for your chosen units.

Our RPL assessments are divided into three parts, as detailed below.

#### **Part A**

This part of the process includes self-assessment checklists to help you reflect on your current skills and knowledge and to determine if RPL is suitable for you. 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 several 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.

## **Part B**

Part B, each unit requires specific evidence to meet the training package requirements. The items used as evidence need to be current and your own. You will use these items to create a portfolio of evidence which will be uploaded into the learner portal.

## **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. Students can commence the RPL enquiry by calling student services or they can book an RPL discovery call [here](#)
2. We can discuss your eligibility for RPL during our RPL discovery call. Your student portal will be customised with the relevant RPL units for you to review.
3. Complete “Part A” of your RPL assessment and ensure you click “submit”.
4. Your trainer will contact you within 7 days to discuss your responses to Part A. During this discussion, your trainer will:
  - a) discuss your Self-Assessment Checklists (Part A) with you and ask any clarifying questions.
  - b) discuss types of evidence which should be included in your evidence portfolio to determine which pieces of evidence are suitable for submission.
  - c) discuss your third-party representative(s) and their suitability (refer to the ‘RPL Third-Party Reports’ section later in this document)
5. Subject to the discussion with your trainer and what you submitted in Part A, you will either be asked to continue to Parts B and C or discontinue the RPL process if the trainer does not feel that you have the adequate skills, knowledge, experience or evidence to demonstrate what is required under the RPL pathway.
6. You will then need to start collecting evidence as outlined in Part B for each unit. This will become your Evidence Portfolio. You can attach this evidence in your Part B assessment on your learner portal.
7. Arrange for your third-party representatives, usually your licensee, supervisor or manager, to complete Third-Party Reports in “Part C”. These reports are used to verify the evidence submitted in Part B and to ensure you have the knowledge and experience required.

8. Once you have submitted Parts B and C, they will be assessed, and you will be required to undertake a phone skills call. You can book this skills call [here](#) or via the student portal. Upon the conclusion of parts A, B, C and the skills call you will be advised whether RPL will be granted or if further evidence or information is required.
9. Upon successful completion, you will receive a grade of RPL-G for the relevant unit. Your learning plan will also be updated to reflect these changes.
10. You will be advised if any further training is required.

### **How much does it cost to apply for RPL / CT?**

There is no additional cost for RPL, our training course costs are the same regardless of whether you apply for RPL or whether you complete the traditional assessments.

There is no cost for Credit Transfer (CT)

### **The CT Process**

1. Students are informed about the CT process from our student handbook and having a conversation with student services.
2. During the RPL/ CT discovery call if it is identified that the student has units they wish to apply for CT Archer Institute will email the CT form.
3. The prospective student will complete the CT form and return it via email along with either certified copies of the other RTO's transcripts or a copy the student's USI extract.
4. The RTO will verify the authenticity of your transcripts within 7 working days.
5. All your documentation will be saved to your student file.
6. Approved units of competency are assigned a CT status on your learning plan.
7. A confirmation email will also be sent confirming what units your CT status has been applied to.
8. Students who wish to be considered for credit transfer after commencement of studies follow the same process as students applying upon commencement.

It is highly recommended that you apply for CT / RPL at the commencement of your enrolment.

### **Appeals**

A student who is dissatisfied with a decision relating to RPL or credit may lodge a written appeal to the CEO. Should they still be unsatisfied they are welcome to engage our external complaints handling body. Colleen Rivas [colleen@raspberryptraining.com.au](mailto:colleen@raspberryptraining.com.au).

### **LEARNING PLAN**

Each student who has enrolled with Archer Institute will receive a customised learning plan. You will receive an updated learning plan via email each month which will reflect any units completed and your training course progress.

## Student Support Plans

When a student is identified as needing additional support, the student services team is responsible for developing a Student Support Plan. This plan outlines the appropriate support strategies to be implemented, based on a set of pre-approved approaches. This could be things such as but not limited to

- Additional time
- Alternative formats
- Additional trainer assistance
- Curriculum support services

Once completed, the plan is shared with the trainer and saved to the student's file in aXcelerate our student management system.

Any support strategies that are administrative in nature will be handled by the student services team in conjunction with our welfare officer as and when required. Support strategies that relate to training delivery or assessment such as extra training or allowing additional time for assessments, will be implemented by the Trainer. The Trainer must confirm that the strategy has been put in place by recording a note under "reasonable adjustment" tab in aXcelerate.

Student Services is responsible for monitoring the student's progress. This is reviewed fortnightly for short courses and monthly for full qualifications. Progress is checked by reviewing the number units submitted, when the student last logged in, contacting the student if participation is low. All communication with the student must be recorded in their student profile, including summaries or uploaded copies of discussions / notes.

Any updates or changes to the Student Support Plan must be updated in aXcelerate. If there are significant changes in the student's situation, a new Student Support Plan may need to be created.

If a student shows minimal progress, the trainer or student services team must escalate the matter to the operations manager for further action. Where there is no progress at all, the matter will be referred to the CEO.

## TRAINING COURSE ORIENTATION

At the commencement of your training course, there will be a pre-recorded video orientation. It is vital that you understand this information as we will cover the following topics:

- Next steps – e.g. LLND and where to start in the portal.
- Academic integrity and academic misconduct
- My learning plan
- Student support plan
- Training and non-training support services available.
- Student welfare (e.g. counselling, financial support etc.)
- Timeframes (e.g. marking, response to help tickets)

- How to contact your trainer
- How to lodge a complaint
- Appeals
- How we provide feedback
- 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
- Uploaded audio recordings
- Uploaded video recordings
- Phone skills call

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.

## **REASONABLE ADJUSTMENT**

Reasonable adjustments are changes made to educational and assessment environments, processes, or procedures to ensure that students with disabilities, health conditions, or other diverse needs can fully participate in education and training alongside their peers.

Archer Institute recognizes that providing reasonable adjustments is a legal requirement under the Disability Discrimination Act 1992 and the Standards 2015.

Examples of reasonable adjustments include:

- Assessment Adaptations
  - Alternative assessment formats (such as oral presentations replacing written tasks)

- All assessments are open book and untimed and have been segmented into smaller, more manageable components.
- Learning Resource Modifications
  - Alternative format materials (including large print, audio recordings, and digital versions)
  - Enhanced visual elements including videos and knowledge guides
- Instructional Delivery Adaptations
  - Flexible learning modes (online, or in-person options – depending on course)
  - Drop in style, online support sessions
- Technology Integration
  - Allowing use of screen reading software, voice recognition tools, and other assistive technologies
- Schedule Flexibility
  - Standard 2-year completion timeframe for all courses, with extensions possible
- Mental Health Support
  - Access to free, short term, online sessions with Australian Counselling Service (ACS)
- Academic Skills Development
  - Pre-course literacy and numeracy preparation courses
- Workplace Integration Support
  - Collaboration with industry partners to ensure appropriate workplace adjustments
  - Providing additional support during practical training components where required
- Feedback Diversification
  - Multiple feedback delivery methods (written, verbal, and practical demonstration)
  - Increased frequency of progress check-ins for students requiring additional guidance

#### **Implementation Framework:**

- All accommodations are developed through collaborative consultation with students
- Modifications preserve the academic standards and learning objectives of qualifications
- Ongoing evaluation of adjustments to ensure continued effectiveness and relevance
- Professional development for staff regarding reasonable adjustment principles and implementation
- Comprehensive documentation of all accommodations provided

Archer Institute is committed to fostering an inclusive educational environment that promotes the academic success of every student, irrespective of their unique needs or circumstances. We understand that reasonable adjustments are fundamental to providing equitable educational opportunities and access to quality training courses. Any adjustments such as examples above will be recoded in a student's customised support plans. These plans are only developed upon request of the student or recommendation from Archer Institute.

**DO NOT COPY AND PASTE SLABS OF CONTENT FROM OUR KNOWLEDGE 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/online 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 course you are undertaking. Your assessment tasks will either be marked as **Satisfactory and Not Yet Satisfactory**. Once you have received a mark of Competent for all units that make up the training course – **you will be eligible to be awarded your certification documentation**.

As part of your training course, as you submit assessments, you will receive a confirmation email that your assessment has successfully been submitted. This will send an alert to your trainer for marking. Upon the assessor resulting your work, you will receive another email with feedback.

## 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 from 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, websites, search engine tools or third-party sites such as but not limited to Chat GPT etc. when submitting your answers if you are using this as part of your assessment answer.

## ASSISTIVE TECHNOLOGIES (E.G. GENAI, CHAT GPT)

Archer Institute may consider it academic misconduct when students submit substantially generated assessments created using assistive technologies, artificial intelligence, or paraphrasing software capable of generating text, videos, images, and other content. This includes, but is not limited to: ChatGPT, Bard AI, Bing AI, Scribe, Jasper, DALL-E (and subsequent versions), Wordtune, GitHub, VEED, Speechify, and similar tools. Students may use AI tools for research, brainstorming, spelling, grammar, or drafting assistance. However, assessment responses must demonstrate

the students own understanding and competency. All assessment submissions must reflect the student's original work and be composed in their own words. When assistive tool usage is identified and the response lacks coherence or authenticity, the following process will be implemented:

- Trainer Assessment: The assigned trainer evaluates the student's submission to determine whether additional verification is necessary.
- Satisfactory Determination: If the trainer deems the work acceptable, they will document their decision with a detailed explanatory note.
- Intervention Protocol: Should further investigation be required; the trainer will contact the student to complete a skills call to verify their knowledge of the unit.
- Competency Confirmation: If the trainer determines the student demonstrates adequate understanding through the skills call, the assessment will be marked as satisfactory.
- Non-Compliance Outcome: Students who cannot adequately respond to verification questions will have to re-do the assessment.

Archer Institute is dedicated to equipping students with the fundamental skills and knowledge necessary for the competitive workplace environment while upholding the highest standards of academic integrity.

In no way does Archer Institute discourage AI in a general sense. In certain fields the use of AI is needed in a real-life environment and used on a regular basis. For example, a real estate agent may use Chat GPT to help with spelling a drafting a property advertisement for a newly listed property.

What is required is an understanding of acceptable use and its application in a learning and assessment context. In this context to comply with our academic integrity policy you are required to list all your references and search engine tools used in your answers.

## **ASSESSMENT TURN AROUND TIMES**

We aim to mark submitted assessments within 14 days; however, this can be delayed up to 30 days depending on the volume of assessments to be marked at the given time. You will receive a notification once your assessment has been marked, with written feedback included.

## **WORK PLACEMENTS**

Some training courses require you to complete an element of work placement. The concept of Work placement is to put the theory and knowledge you have learnt and apply it to a practical application.

There are a variety of different work placement delivery modes ranging from

- Simulation (Zoom, Teams etc.)
- Being placed in an organisation
- Employment based work placement

## **IS THERE A CONNECTION BETWEEN ARCHER INSTITUTE AND ALTERNATIVE LEGAL**

Archer Institute is a trading division of Alternative Legal Pty Ltd, operating the Registered Training Organisation Archer Institute Pty Ltd (RTO 45020).

### **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 courses. 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 course. We will provide you with all the necessary facilities, equipment, trainers and support to complete the training course – 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 e.g. economic etc.

What we can commit to is that we will provide you with clear instructions, practice opportunities, constructive feedback and a variety of assessment types. Archer Institute are committed to providing industry-relevant training courses with 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.

We highly recommend you consider all eligibility requirements for your desired training course which can be found on our website and also through the industry regulators (e.g. NSW Fair Trading, Consumer Affairs). In many cases, there is a requirement that you are deemed a “fit and proper” person. Should you have prior convictions, it is highly recommended you speak with the relevant industry regulators prior to enrolment.

## 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:

- Fortnightly support webinars
- Online help lodgement ticketing system
- Student support line
- Free short term online counselling support services provided externally by Australian Counselling Services
- Face to face support from the trainer/assessor at our campus by appointment in Brookvale, NSW)
- Access to additional learning resources.
- Reasonable adjustment in assessment.
- Information about external sources of support.
- Access to an in-house career advisor



You may not have studied for a while, may have English as a second language or need additional assistance with literacy, numeracy or digital skills. 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 speak to us we can have a confidential discussion and get the right type of service / support for your needs or concerns.

## BOOKING YOUR COUNSELLING SESSION

CONFIDENTIAL. COMPASSIONATE.  
CONVENIENT.

01.

### SCAN THE QR CODE

Visit [www.acscounselling.com.au](http://www.acscounselling.com.au) and select 'Book an appointment' OR simply scan this QR code on your phone or tablet.



### Choose a Service & a Counsellor

Select the 'PARTNER REFERRALS' option. Browse our team of warm and professional student counsellors. Click on a profile that resonates with you.

02.

03.

### Book Your Session

Select a date and time that works for you. Sessions are available 7 days a week, and can accommodate a range of time slots.



### Attend Online via Zoom

You'll receive a booking confirmation and Zoom link—just click and connect from anywhere! Ensure your space in quiet, confidential, and disruption-free.

04.

## EMERGENCY CONTACTS AND OTHER USEFUL NUMBERS AND INFORMATION

National	Emergency Services	<p>Phone: 000</p> <ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
NSW	Hospital (closest to campus)	<p>Northern Beaches Hospital</p> <p>Address: 105 Frenchs Forest Road, Frenchs Forest</p> <p>Phone: 02 9105 5000</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: <a href="http://www.beyondblue.com.au">www.beyondblue.com.au</a>.</p> <p>See a range of help lines and websites at <a href="https://www.beyondblue.org.au/get-support/national-help-lines-and-websites">https://www.beyondblue.org.au/get-support/national-help-lines-and-websites</a> including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.</p>
NSW	Counselling Services	<p>1300 374 033</p> <p><a href="https://www.acscounselling.com.au/">https://www.acscounselling.com.au/</a></p> <p>This service provides free short-term, online counselling services to Archer Institute students.</p>
NSW	Men's Health	<p>Mentoring Men 1300 583 925</p> <p><a href="http://www.mentoringmen.org.au">www.mentoringmen.org.au</a></p>
NSW	Suicide Prevention	<p>CARES Northern Beaches 1300 988 553</p>
National	Reading and Writing	<p>1300 655 506</p> <p><a href="https://www.readingwritinghotline.edu.au/">https://www.readingwritinghotline.edu.au/</a></p> <p>Provides help and education to improve reading, writing or basic maths</p>

National	Financial	1800 007 007 <a href="https://ndh.org.au/">https://ndh.org.au/</a> National Debt Hotline – Experienced financial councillors who provide information and advice.
National	Legal	<a href="https://www.probonocentre.org.au/legal-help/legal-aid/">https://www.probonocentre.org.au/legal-help/legal-aid/</a> Australian Pro Bono Centre – Free legal assistance
National	Family and Domestic Violence / Sexual Violence	1800 737 732 <a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a>
National	Violence and Abuse Trauma Counselling and Recovery Service	Full Stop 1800 385 578 <a href="https://fullstop.org.au/">https://fullstop.org.au/</a>
National	Aboriginal and Torres Strait Islander support	13 YARN 13 92 76 <a href="https://www.13yarn.org.au/">https://www.13yarn.org.au/</a>
NSW	Cultural Services	Sydney Multicultural Community Service 02 9663 3922 <a href="https://www.sydneymcs.org.au/our-services/">https://www.sydneymcs.org.au/our-services/</a>
Northern Beaches	Cultural services, Homelessness support, domestic violence	Local Kind (Northern Beaches) 02 9939 0100 <a href="https://www.localkind.org.au/">https://www.localkind.org.au/</a>
National	Translating and Interpretation	13 14 50 <a href="https://www.tisnational.gov.au/Help-using-TIS-National-services/Contact-TIS-National/">https://www.tisnational.gov.au/Help-using-TIS-National-services/Contact-TIS-National/</a> Translating and Interpreting Service – For non-English speakers

TRANSPORT SERVICES		
NSW	Bus Timetable	<a href="https://transportnsw.info/routes/bus">https://transportnsw.info/routes/bus</a>
NSW	Train	<a href="https://transportnsw.info/routes/train">https://transportnsw.info/routes/train</a>
NSW	Ferry	<a href="https://transportnsw.info/routes/ferry">https://transportnsw.info/routes/ferry</a>
NSW	General transport options	<a href="https://transportnsw.info/">https://transportnsw.info/</a>

ACCESSING ADMINISTRATION SUPPORT	
Phone	1800 069 273
Email	<a href="mailto:office@archerinstitute.edu.au">office@archerinstitute.edu.au</a>
Trading hours (phone support)	Monday to Friday: 9.30am to 4.30pm

ACCESSING STUDENT SUPPORT	
Phone	1800 069 273
Email	<a href="mailto:students@archerinstitute.edu.au">students@archerinstitute.edu.au</a>
Trading hours (phone support)	Monday to Friday: 7.30am to 7.30pm Saturday and Sunday: 9.30am to 12pm

## DIVERSITY, INCLUSION & WELLBEING SUPPORT

At Archer Institute, we're committed to creating a welcoming and inclusive environment where every student feels safe, respected, and supported.

Our **Diversity, Inclusion & Wellbeing Officer** is here to support all students across the Institute, especially those from diverse backgrounds or facing personal, cultural, or wellbeing-related challenges.

### What We Can Help With

We understand that life as a student can be rewarding but also challenging at times. The Diversity, Inclusion & Wellbeing Officer offers **free, confidential support** in areas including:

- Feeling safe, heard, and respected as a student
- Navigating issues related to culture, gender, sexuality, religion, or disability
- Support for Aboriginal and Torres Strait Islander students
- Mental health and wellbeing support and or referral
- Coping with personal or study-related stress
- Support for students facing discrimination, harassment or bullying
- Making adjustments to learning or assessment where needed (e.g. due to health, disability or trauma)

## We Celebrate Diversity

We value and actively support:

- Students of all cultural backgrounds
- LGBTQIA+ students
- Students with disability or health conditions
- Aboriginal and Torres Strait Islander students
- Students of all faiths and beliefs
- Students of all ages and genders

Everyone has the right to learn in a safe and inclusive environment, free from discrimination.

## Services Offered

- One-on-one student support sessions (in person or online)
- Safe and inclusive referrals to external wellbeing or counselling services
- Assistance with access plans and academic adjustments
- Support if you're feeling unsafe, excluded or unsure where to go
- Help with navigating complaints or concerns in a safe and supportive way
- Wellbeing events and awareness campaigns (e.g. RUOK Day, Harmony Week, Pride events)

## How to Get in Touch

You can contact our **Diversity, Inclusion & Wellbeing Officer** directly by:

- Email: [john@archerinstitute.edu.au](mailto:john@archerinstitute.edu.au)
- Phone: 1800 069 273

All support is confidential and judgement-free. You don't need to be in crisis to reach out we're here to help, even if you're just unsure about something.

Example of the Information and support you could discuss with John are

- Anxiety & depression
- Study management & stress
- Mentoring & peer support
- Assessment mode adjustment
- Alternative formatting
- Curriculum support

- Additional support
- First Nation referral services
- Preparation of a disability learning management plan

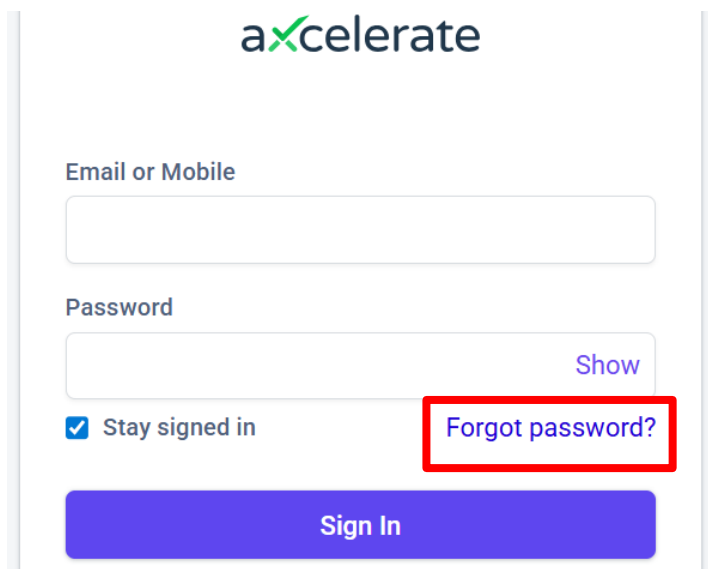
## ACCESSING THE STUDENT PORTAL

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

1. Go to <https://app.axcelerate.com/>
2. Enter your username (your email) and use the password that you would have created when your first registered your account with Archer Institute.
3. Alternatively, you can access the portal via our website by clicking the button on the top right hand corner “student portal”
4. If encounter any troubles logging on, please contact student care either by
  - Phone: 1800 069 273
  - Email: [students@archerinstitute.edu.au](mailto:students@archerinstitute.edu.au)

## RESETTING YOUR PASSWORD

To reset your password, simply go to <https://app.axcelerate.com/> and click “Forgot password”, then follow the prompts.



The screenshot shows the Archer Institute login interface. At the top is the 'axcelerate' logo. Below it are two input fields: 'Email or Mobile' and 'Password'. The 'Password' field has a 'Show' link to its right. There is a checked checkbox for 'Stay signed in' and a 'Forgot password?' link highlighted with a red box. At the bottom is a blue 'Sign In' button.

## HELP REQUESTS

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

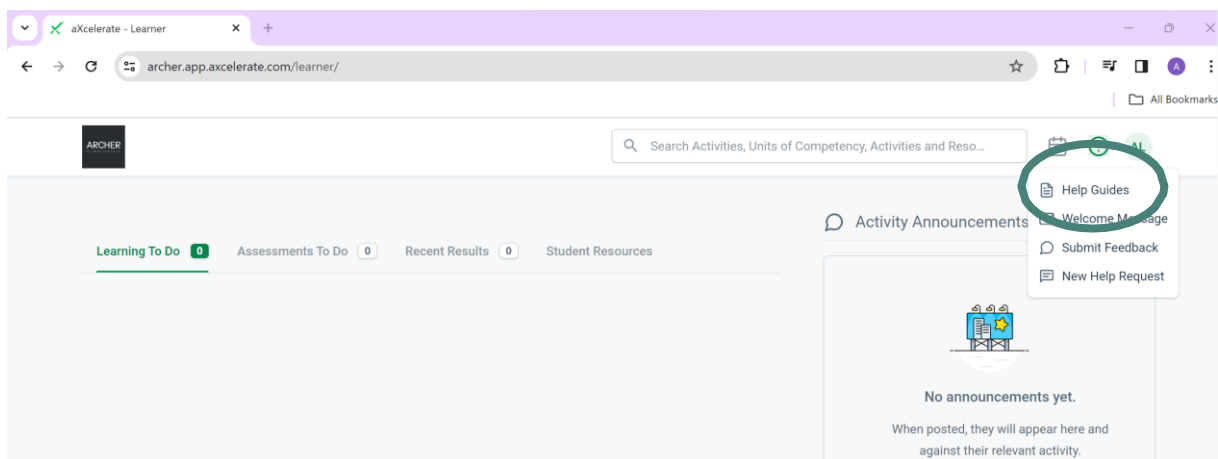
At any stage no matter what you need for example

- 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.

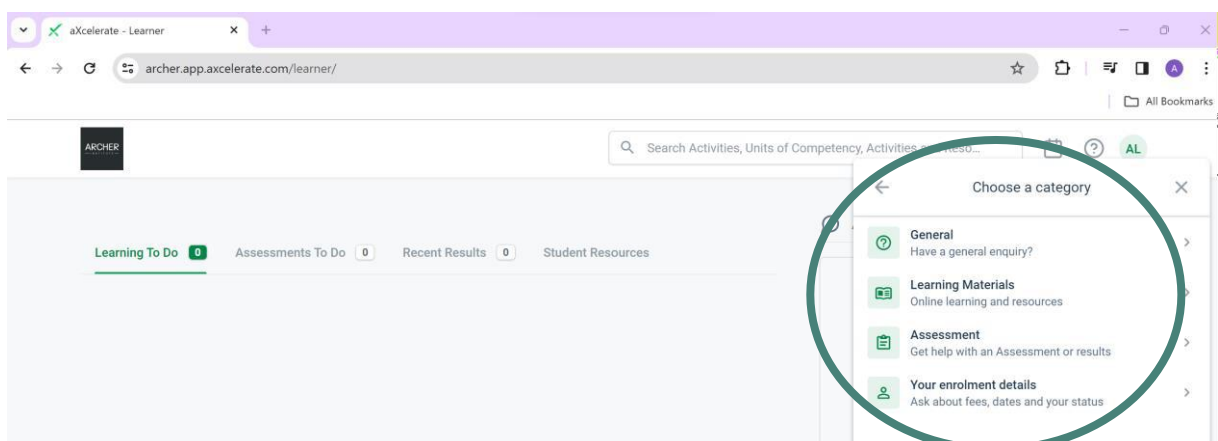
### **Step 1: ASK FOR HELP**

Click the question mark icon in the top right corner of the home screen



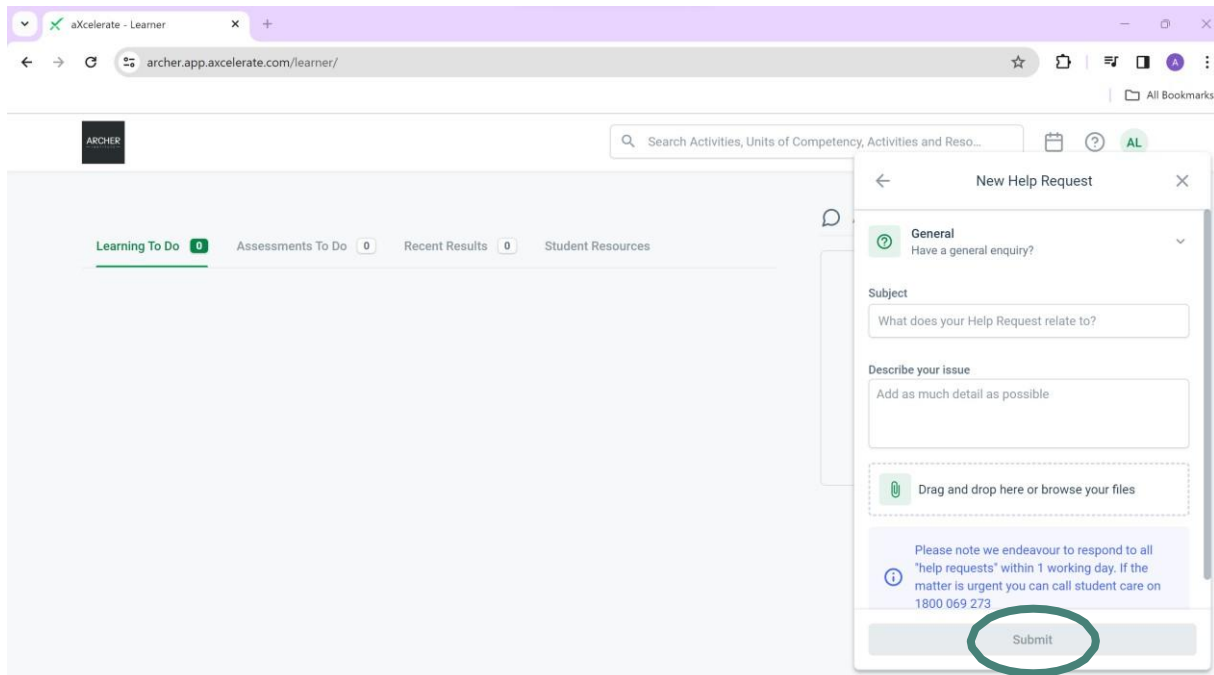
### **Step 2: SELECT YOUR HELP CATEGORY**

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



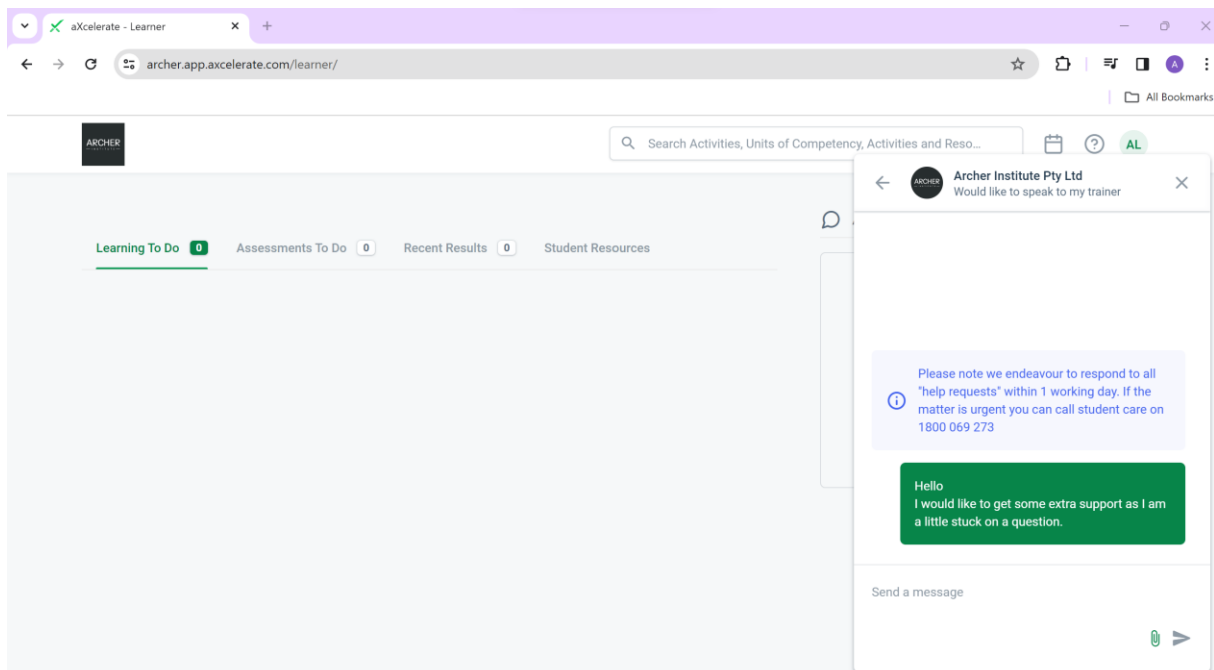
### Step 3: SUBMIT YOUR TICKET

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. We aim to respond to all help requests within 48 hours. 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."

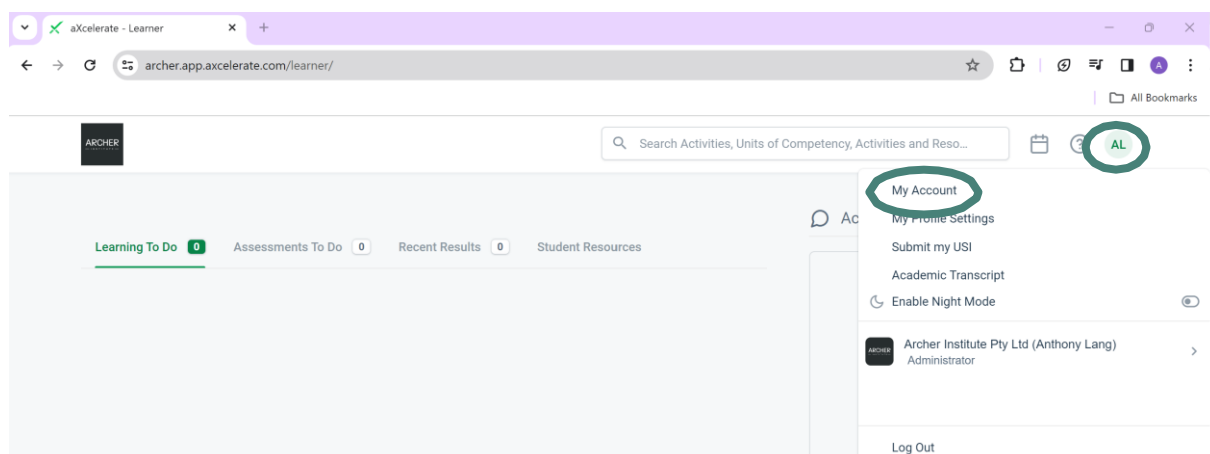
-----  
 This is an automated notice. Please do not reply.  
 -----

**RESPONSE TIMEFRAMES**

Timeframes can vary depending on factors beyond our control, but students can expect a maximum response time of 48 hours on a weekday for any help ticketed raised. Any help tickets submitted over a weekend will be responded to by COB Tuesday of the following week.

**UPDATING YOUR EMAIL ACCOUNT**


Should you wish to update your registered email account, simply log into the portal, click on your initials in the top right hand corner 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

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[Account Details](#)  
 [User Accounts](#)  
 [Change Password](#)  
 [Multi-factor Authentication](#)

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Mobile Number

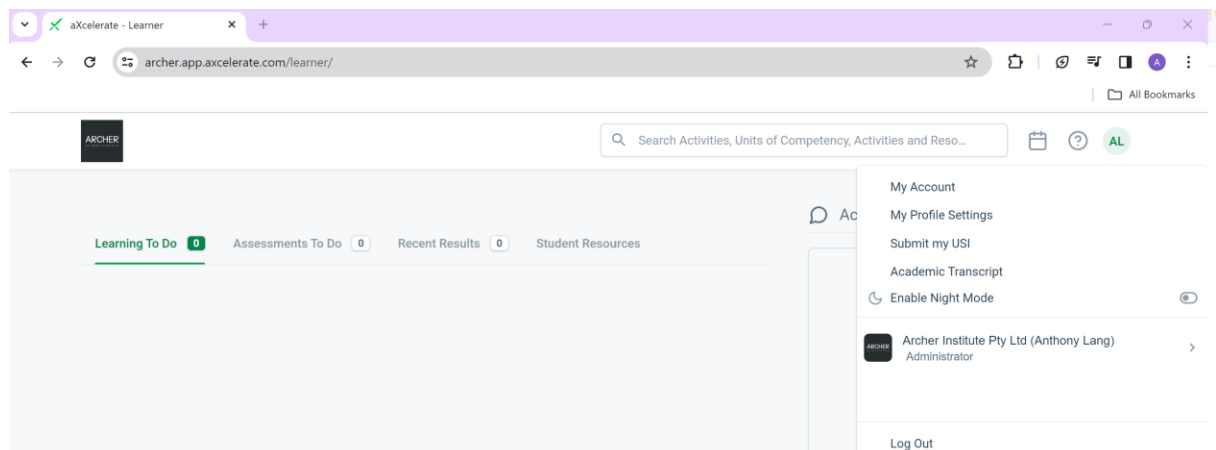
**Country Code**  
You don't currently have a country code set. Add one now?

Country Code

Email

## UPDATING YOUR PASSWORD

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



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

Manage Account
✕

---

AL

**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

The next step, all you have to do is enter

- Current password
- Enter your proposed new password
- In the verify password 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.



Anthony Lang  
anthony@archer.edu.au

Sign Out

Account Details

User Accounts

Change Password

Multi-factor Authentication

Current Password

New Password

Verify Password

Submit

## TRAINER & ASSESSOR CONTACT DETAILS

You can find your trainers contact details by either

- Calling student services on 1800 069 273
- Or searching your inbox for the subject “Trainer Introduction”

## SUPPORT WEBINARS (DROP IN SESSIONS)

From time to time, we understand some students may require ad hoc support. That is why Archer Institute are proud to offer weekly webinar “drop in support sessions” that run every Monday for 2hours between 12-2pm. There is no cost to attend these for our students.

## ADDIIONAL WORKSHOPS

Students have the option to purchase additional workshop packages. Which include monthly unit overviews and 1 to 1 remote trainer support. Students can engage and interact with the trainer and get a deeper understanding around

- Course expectations
- Assessment requirements
- Asking questions that may be on your mind
- Engaging with other students

- Obtaining general guidance and support
- Subject matter directions
- Help unpack the subject further

## COURSE DURATIONS

Archer Institute designs training courses 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 course. 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 course 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.

Course durations vary on a number of factors ranging from

- Prior studies
- Prior education
- Work commitments
- Family and 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, you are welcome to contact student care and discuss these matters in detail prior to your enrolment.

At Archer Institute regardless of the training course that you select, we offer a 2-year enrolment period for all training courses that we offer.

What this means is during your 2-year enrolment period you can submit your assessments, seek advice and attend support workshops. This is all at no extra cost as we understand people have busy lives and other commitments to fit around their studies.

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 course is to become “superseded”. What this means then is we have 12 months to support you to finalise your existing training course or transfer you to the new training course at no additional cost.

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

Qualification	Volume of learning	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 CERTIFICATION DOCUMENTATION

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

Partial Qualification	Statement of Attainment and completion letter
Full Qualification	Testamur including Record of Results and completion letter
Non-accredited	Certificate of completion and completion letter

If you withdraw, meaning that you only partially complete your training course, 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 update these details in your learner portal or alternatively, 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!

## POLICIES AND PROCESSES

### FEES AND REFUNDS

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

You can find out about the fees for a training course on our website, the training course factsheet and in addition all fees associated with your course 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 course, 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 prior to enrolment or in one instalment unless you're a company based enrolment.

Please note that the following fees can apply in addition to the fees advertised in the Training Course 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 course fees	\$50 per month for each month the payment for training fees is delayed
Credit transfer	Nil
RPL	Reassessment fee - \$100 per unit
Work placement fee	Placement fee \$399 (only payable if we have to obtain your placement for you on your behalf and only upon your request) This is payable to Archer Institute.
Placement hosting fee	\$2,800 This is the fee we pay the FDRP to cover their time to host you in their real life or simulated FDRP.

NON-TUITION FEES THAT MAY APPLY	AMOUNT
Travel Fee	Should you require a trainer to attend your office for delivery of accredited training, non-accredited training, in person support, simulated work placement., this will incur a charge of \$0.89 per km. This is calculated from when the trainer sets off to your location and returning to our campus.
Reissuance of certification within the first 12 months after completion	No charge
Reissuance of certification 12 months after completion	\$55 including GST

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 month 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 e.g. your employer, recruitment agency etc.

If we cancel a training course 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 picked up from our office or sending an email to [students@archerinstitute.edu.au](mailto:students@archerinstitute.edu.au) and they can email you the form. 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 course 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 course before commencement and does not offer to reschedule	Full refund of all training course fees paid
Archer Institute cancels course following commencement and does not offer to reschedule	Full refund of all training course fees paid
Face-to-face student withdraws up to 4 weeks prior to training course commencement.	Full refund of all training course fees paid
Face-to-face student withdraws less than 4 weeks but more than 48 hours prior to training course commencement.	Cancellation fee \$295
Face-to-face student withdraws less than 48 hours prior to training course commencement.	30% of training course 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 Enrolments	<p>Students who enrol via our online portal will not be formally enrolled until they have undertaken their LLND activity. In the event you don't pass your LLND activity you will be offered a full refund.</p> <p>Upon successful completion of the LLND activity, Archer Institute will formally send you an email to advise you have passed and your enrolment has been formally accepted. At this point no refund is available. If you are utilising a</p>

CIRCUMSTANCE	REFUND DUE
	payment plan and you withdraw from your training course, the remaining payments will become due and payable within 7 days.
RPL assessments	No refund on any RPL reassessment fees on any previously paid fees.
Transition between delivery modes	The student is required to pay the difference between the online delivery and face-to-face delivery fees. 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 paid.
Travel Fee	There is no refund on any travel fees once placement has been paid.
Ezy Pay	No refund on any previously paid credit card fees unless Archer Institute cancels the training course.
Ezy Pay – Failed Payment fee	Archer Institute will not reimburse you the “failed payment fee” that EzyPay charge you for having insufficient funds in your bank account/credit card to pay your monthly instalment fees.
Suspension or cancellation e.g. for student behaviour, lack of course progress, student changes their mind, plagiarism, academic cheating.	No refund on any fees paid to Archer Institute including the credit charge charges which are collected by Ezy Pay.

## 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 at Archer Institute.

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 and re-assess the assessment as required. The results of this reassessment will be provided to the student and will be updated in their learner portal.

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 course 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, plagiarism, cheating will not take effect until after the outcome of the internal appeals process.

### **INDEPENDENT REVIEW PARTY**

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to:

Raspberry Training & Consulting

C/- Coleen Rivas

0439 597 115

[coleen@raspberrystraining.com.au](mailto:coleen@raspberrystraining.com.au)

The above-named independent appeal review organisation will charge \$330 plus GST which is payable by Archer Institute.

This fee includes:

- Independent review
- Written report will be provided to both the student and Archer Institute
- Archer Institute will cooperate fully with the independent review
- Any decision made Archer Institute will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation given.

You are responsible for all associated costs should you choose to engage any other third-party service provider. Please note Archer Institute will not contribute or cover any costs associated by any other third-party service provider you engage and you will be liable to cover their costs entirely yourself.

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](mailto:ntch@education.gov.au)

Website: <https://www.dewr.gov.au/national-training-complaints-hotline>

#### **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>

Call 1300 701 801

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.

**We do ask all students to first contact our CEO prior to making any complaint. We believe we can always work together to try find a solution so long as it meets the regulatory requirements.**

Anthony Lang

CEO

[anthony@archerinstitute.edu.au](mailto:anthony@archerinstitute.edu.au)

0408 403 127

We would ask however if your enquiry were not complaint related and general in nature please contact student services on 1800 069 273 or via [students@archerinstitute.edu.au](mailto:students@archerinstitute.edu.au)

#### **State Fair Trading body**

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). In relation to consumer related issues, the person may refer their complaint to the NSW Office of Fair Trading

NSW: <https://www.fairtrading.nsw.gov.au/housing-and-property/property-professionals/changes-to-property-and-stock-agents-laws/students-and-registered-training-organisations>

ACT: <https://www.accesscanberra.act.gov.au/consumer-rights/get-help-with-a-consumer-issue>

#### **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 COURSE 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 month's submission
- actively participate in webinar workshops if they form part of the course.

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

We may record any workshop or support workshops you attend. We may assess that you are at risk of unsatisfactory training course progress if you:

- Fail to submit monthly assessments
- do not attend workshops on a regular basis if required by your training course
- 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 either in person or via zoom 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 course 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 course progress, we will send you a Notice of Intention to Cancel Enrolment for Unsatisfactory Training Course 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 course 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 course 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 at our Brookvale campus, by appointment.

Each month you will receive a progress email with an updated learning plan.

You will receive an auto-generated email if you have not logged into the learner portal for over 30 days. You will also receive a call from Student Services as part of our overall intervention strategy. This is purely to check in and see how we can assist in moving your course forward.

At Archer Institute, we monitor your progress, and while our courses are self-paced, we encourage you to maintain consistent advancement of your course. This includes:

1. Regularly submitting your work.
2. Reaching out for assistance when needed.
3. Taking proactive steps to address any progress issues

While we are here to support you, it is important to complete your work according to your learning plan. Not receiving a follow-up call or email is not a valid excuse for lack of progress.

We are committed to monitoring and assisting all students. If you encounter difficulties, don't hesitate to:

1. Call the student support line 1800 069 273
2. Email your trainer directly
3. Submit a help ticket through the student portal
4. Contact the CEO directly at [anthony@archerinstitute.edu.au](mailto:anthony@archerinstitute.edu.au)
5. Reach out to the student support team at [students@archerinstitute.edu.au](mailto:students@archerinstitute.edu.au)

## **DEFERRING YOUR TRAINING COURSE**

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

To defer your training course, 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.

Fees may apply. Refer to the non-tuition fee schedule.

## **SUSPENDING YOUR TRAINING COURSE**

Archer Institute allows you to suspend your training course. 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 course, 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 COURSES WITHIN ARCHER INSTITUTE

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

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

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

Archer Institute will not approve your request if:

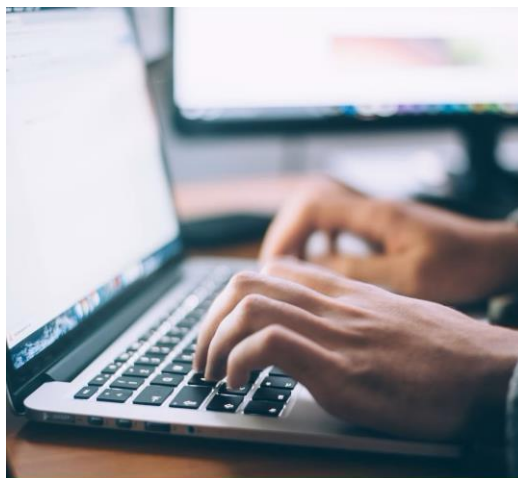
- you have unpaid training course fees for the current study period.

## HOW TO APPLY FOR A TRANSFER

If you wish to apply to transfer to another training course, you must put your request in writing from the email account registered on your profile to [students@archerinstitute.edu.au](mailto:students@archerinstitute.edu.au).

You will receive a notice advising you of the outcome within 10 working days of receipt. Where the request is granted, a new Confirmation of Enrolment will be provided to you.

It is also important to check whether us whether any additional fees will be required to be paid (e.g. transferring from Assistant Agent to CPP41419 Certificate IV in Real Estate Practice).



## 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 course 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 course fees.

- Not making satisfactory progress as set out in this Handbook.
- Academic cheating, copying or using answers that are not your own words or work

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 NOTICE**

### **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 courses 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 course 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 NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at [www.ncvet.edu.au/privacy](http://www.ncvet.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.

Phone: 1800 069 273

Email: [students@archerinstitute.edu.au](mailto:students@archerinstitute.edu.au)

DEWR is authorised by law, including the Privacy Act and the NVET 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 NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Our internal surveys though help us improve as an Institute so if you have the time they only take a few minutes to complete.

## 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 (if they are mandated in your course)
- actively participate in learning
- complete all homework given to you at a workshop
- complete and submit all assessments on time
- refrain from plagiarism, academic cheating, collusion or use of any work other than your own
- pay all fees due
- ask for support if needed this can be done by sending an email to [students@archerinstitute.edu.au](mailto:students@archerinstitute.edu.au) or calling us on 1800 069 273 and asking to be put through to student services

#### Classroom/webinar/ workshop conduct

You are expected to:

- arrive on time for your class
- Log in prior to the webinar / workshop starting and be ready
- Pre read the unit overview or topic prior
- 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.

### **Campus safety**

The following guidelines are provided as a basis for safe practice in the training environment:

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

## **YOUR RIGHTS**

### **Policies and procedures**

You can expect to:

- be informed of our policies and associated procedures
- receive regular and relevant communications
- be informed of any changes to agreed services as soon as practicable, this includes information including; course duration, hours, timetables, fees and charges and any other changes that could have an impact on your enrolment with Archer Institute
- 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 30 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.

### **Campus Safety**

You can expect:

- all training is conducted in a safe environment
- provision of first aid facilities

### **Behaviour**

The purpose of this policy is to outline expectations regarding student behaviour and communication with staff to maintain a respectful, safe, and productive academic environment. If you fail to comply with this, you are in breach of your student code of conduct and as a result may face

- Course cancellation
- Being banned from the institute
- Suspended for a period of time

### **Respect and Civility**

- Students are expected to treat all staff (faculty, administrative, and support staff) and fellow students with respect and courtesy at all times.
- Discriminatory, abusive, or harassing behaviour based on race, gender, sexuality, disability, religion, personal attacks (physical, verbal or by written communication is prohibited)
- Profanity, offensive language, and aggressive behaviour are unacceptable.

- Abusive and aggressive emails

### **Academic Integrity**

- Students must adhere to academic integrity, avoid cheating, plagiarism, or other dishonest behaviours in assignments, exams, and other academic tasks.
- Any violation of academic integrity may result in disciplinary actions.
- You are expected to reference any authors, websites, search engine tools or third-party sites such as but not limited to Chat GPT / GenAI etc. when submitting your answers if you are using this as part of your assessment answer.

### **Responsibility and Accountability**

- Students are responsible for their actions and the consequences of their behaviour both within and outside of college premises.
- Students should take accountability for their work, deadlines, and commitments.

### **Respectful Interaction**

- Students should communicate respectfully with faculty, administrators, and other college staff, whether in person, by email, or through any other medium.
- When communicating, students must use appropriate language and tone, demonstrating professionalism at all times.

### **Email Etiquette**

- Emails should have clear subject lines, and students should use formal greetings, signatures, and polite language.
- Students should refrain from sending emails in all capital letters (perceived as shouting) and ensure that the message is concise and clear.

### **Timely and Appropriate Communication**

- Students should communicate with staff as early as possible if they are unable to attend a workshop or meet a course deadline.
- For non-urgent matters, students should allow a reasonable amount of time (typically 48 hours) for staff to respond before following up.

### **Office Hours and Appointments**

- Students are encouraged to utilize office hours for academic assistance or questions. Appointments should be made in advance, and students should arrive on time for scheduled meetings.
- If a student is unable to attend a meeting, they should notify the staff member promptly.

### **Expectations for Electronic & Online Communication**

- Students must adhere to the same standards of behaviour and communication online or via electronic means as they would in person.

- Disrespectful behaviour, cyberbullying, narcissistic and condescending emails and harassment are prohibited in any electronic or online communication, including emails, forums, and social media.

### **Disciplinary Actions**

Failure to adhere to this policy may result in disciplinary action, including but not limited to:

- Verbal warnings
- Written warnings
- Temporary suspension from classes or the institute as a whole
- Permanent enrolment cancellation from Archer Institute
- A ban on enrolling into future courses with Archer Institute

The severity of the disciplinary action will depend on the nature and frequency of the breach of the student code of conduct policy.