Apprentice/ Fee for Service Student Handbook

Contents

COE's **Welcome**

Welcome and congratulations on choosing Ardor College as your vocational education and training provider. You are about to 'Escalate your Career' and do some extra-ordinary things in your life and be well on the way to achieving your career goals.

You can be assured that step by step, as you progress along your career pathway Ardor College will be with you, guiding and assisting you to ensure your journey with us is successful, enjoyable, and focused.

At Ardor College, we take great pride in the facilities and service we offer to you, our valued client. Please feel like you belong to the Ardor College family and do contact our staff to make sure your time with us does meet your expectations. This handbook has been developed to provide important information and to help you make informed decisions and achieve your full 'employable' potential.

Please take a few minutes to read this guide which details specific information about your campus, your rights, and responsibilities.

I wish you every success in your studies, your future career and making the most of your experiences at Ardor College.

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Welcome to Ardor College

Ardor College is a student focused Registered Training Organisation. We provide our students with the best education, training, and experience necessary to be industry ready.

Ardor College Training Salon is located at 133 Boundary Street, Townsville. It is situated in a modern air-conditioned building. The Training Salon is equipped with modern equipment for teaching and learning resources for our students.

Our respected educators are practicing professionals with years of experience. Every Ardor College trainer is hand selected to ensure they not only have excellent education credentials, but also are experts in the most current and cutting-edge trends in the industry. Our trainers are committed to providing flexible and effective learning and assessment strategies, based on the individualized needs of each student.

Our small class sizes and a student- focused training approach guarantees our students receive thorough hands-on training and one-on-one attention from our dedicated trainers.

Important Information

• Ardor College will exercise a duty of care towards the student while undertaking any training. It is expected that all Apprentices will exercise due diligence in respect of workplace health and safety issues while engaged in training.

• Please do not leave handbags, purses, wallets, or valuable items unattended. Ardor College is not responsible for loss or damage to personal property left on the premises whilst in training.

• If you are unable to attend or arrive on time for a training session, you must advise us by calling Ardor College Reception on 07 4448 7666 with your estimated time of arrival. Attendance records are kept as part of your assessment process.

• All Apprentices/Fee for Services students are obliged to comply with all workplace, health, and safety instructions. These include, but are not limited to:

- Closed footwear must be worn at all times.

- Ardor College has a "no smoking" policy in all training sessions.

- Signs re Evacuation Procedures are posted throughout the training areas.

Our Company Profile

Ardor College is a Registered Training Organisation (RTO) delivering training and assessment in Hairdressing and Barbering. The programs listed below attract Queensland Government Funding:

- HAIRDRESSING

    - SHB20216 Certificate II in Salon Assistant
    - SHB30416 Certificate III in Hairdressing
    - SHB30516 Certificate III in Barbering

What is an Apprenticeship?

Australian Apprenticeships (often referred to as apprenticeships or traineeships) are available to anyone of working age.

You do not need a secondary school certificate or other qualification to be able to do an Australian Apprenticeship.

You can do an Australian Apprenticeship if you are a school-leaver, re-entering the workforce or as an adult worker simply wishing to change careers.

You can even begin your Australian Apprenticeship while you are still at school finishing Years 11 and 12.

Australian Apprenticeships offer opportunities for you to train, study and earn an income at a variety of qualification levels in most occupations as well as in traditional trades.

As an Australian Apprentice you can combine time at work with training, and can be either full-time, part-time, or school-based.

When you finish your Australian Apprenticeship, you will have a nationally recognised qualification that can take you anywhere in Australia and one that is held in high regard in many overseas countries as well.

You will have many options for your future to think about and choose from.

The apprenticeship funding is entirely dependent on eligibility.

Ardor College Training & Assessment Process

Duration: How long will it take to complete the qualification?

A flexible approach is offered by Ardor College to deliver the training and assessment. The nominal duration to complete a qualification through an apprenticeship pathway is between 18 and 36 months fulltime for apprentices. If the apprenticeship qualification is completed as part time or as a School based student (SAT) then the nominal period between 72 and 96 months. For actual nominal duration of your qualification, contact Ardor College on 07 4448 7666 or email info@ardorcollege.edu.au

As this training is competency based, students can complete the volume of learning at a pace that sees completion before the expiry of these time frames however the completion dates can vary from student to student but will not exceed the nominal duration.

The total amount of training has been set for an individual student who is new to the trade or industry that the qualification will be delivered in. The total time listed is a guide only as there can be many contributing factors that can affect the actual time a student may take to obtain competence in certain units.

The time listed is a fair time that the average student may obtain competence. Students may complete earlier depending on the students work ethic and desire to progress at a rate that sees competency achieved. Other reasons the time taken to complete the course can vary is due to previous training that may have resulted in credit transfers which will be listed on the individual student training plan prior to commencement.

Additionally, the student's previous work history may enable a learner to participate in Recognition of Prior Learning (RPL) assessment for one or more units of competence.

This is discussed with the student during the sign up and enrolment process and again it is investigated at greater depth with the qualified Ardor College trainer, student, and employer at the very first workplace visits where an Initial Checkpoint meeting will take place. Each training plan has the total list of units required for the qualification and has been customised for the student and workplace.

Customisation: How Ardor College aligns the learning to match the environment.

To ensure your qualification outcome is relevant and effective, Ardor College liaises with all stakeholders including your employer and supervisor to not only choose the units of competency desired but also to identify where your workplace business applications can be utilised and dovetailed into the training program. The customisation process begins prior to commencement of training and then throughout the qualification as the Trainer uses the workplace environment and resources to assist where possible in the delivery of the training.

Delivery: How Ardor College delivers qualifications and the Continuous Learning Cycle.

Ardor College delivers all its qualifications and units of competency utilising the various methods following, but manage it using what is known as a "Continuous Learning Cycle". This essentially consists of a process that ensures that learning is delivered and monitored constantly and consistently so that all parties are engaged throughout their apprenticeship. We do workplace training visits, phone follow ups to ensure the student is on track with tasks assigned, more training over the phone, more phone follow up and then back out in the workplace to do more face-to-face training.

All this using the resources of blended learning, comprising of face to face, one on one training with an Ardor College Trainer, may also include utilising the internet, the phone and Ardor College Resources and Assessment System. The learning may comprise all or some of these methods. It will depend on your location; the pace and time frame you as a student wants to learn and your employer requirements. This is all negotiated at the first check point meeting your trainer will have with you and your supervisor/employer.

Evidence-gathering Techniques:

Ardor College uses various methodologies to gather and document evidence from clients to assess competency for each unit of a qualification. Evidence-gathering techniques will vary depending upon various factors (for example: the employment status of the client) and will include a mixture of the following methodologies:

A) Demonstration – Practical (Which includes Performance Evidence)

B) Questioning (oral or written questions which include Knowledge Evidence)

C) Interview

D) Scenario – Problem Solving

E) Role Play

F) Case Study – Fault Finding

G) Written Assessment (Product)

H) Third Party Evidence (Performance Observation)

NB: In the design and development stage of an assessment, Ardor College will select a range of evidence gathering techniques to use for each unit of competency. This selection decision is based on:

- Which techniques will best demonstrate competence of the unit

- Which techniques will be able to be implemented in a range of different workplace environments (considering workplace resources)

- Which range of evidence gathering techniques work together to give a balanced perspective of the student's competence for this unit

Apprentices

- Training of "how to do a task" is best achieved by simply DOING it and the best way of doing it is by doing the REAL thing on the job.
On the job, a Supervisor trains his/her Apprentices/Trainees continuously.

- Our "on the job" training program puts structure to this process.

- When Ardor College is not in the work place the Supervisor continues the process of day-to-day training of the Apprentice/Trainee, as they normally do anyway.

- We provide guidance and support as to program structure.

- We visit regularly throughout the qualification and to a schedule that you are aware of well in advance.

During this time, the Ardor College will:

1. Talk to your Employer/Supervisor in general terms about progress.

2. Discuss with you the work prepared since the last visit, ask questions, clarify issues, and provide training.

3. Finalise any due assessments. This will involve seeking the opinion and input of the Employer/Supervisor as to your competence of the unit being assessed.

4. Update the Training Record Book and any other documentation.

Provide Hands on practical training, theory and/or underpinning knowledge for Apprentices/Trainees.

Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is the formal acknowledgement of a person's skills and knowledge acquired through previous training, work, or life experience and which may be used to grant status or credit in a qualification or part of a qualification. The generic term 'Recognition' covers recognition of prior learning and skills recognition and encompasses the recognition of competencies currently held, regardless of how, when, or where the learning or skill acquisition occurred. Recognition is an integral component of the Vocational Education and Training (VET) system and is encouraged by Ardor College.

What Is The 'Recognition' Process?

The process of Recognition involves collecting evidence that verifies your competence, from a range of sources. This evidence can include any combination of formal and/or informal training and education, work history and/or general life experience.

The evidence you provide may come from sources such as:

- Work records, including documents that demonstrate tasks you perform, e.g., position descriptions and work profiles.

- Signed and dated references.

- Records of workplace training.

- Résumé (with verification).

- Third party reports from current and previous supervisors, trainers, managers, parents, and colleagues.

- Certified copies of qualifications

- Confirmation of relevant unpaid work or volunteer experience

- Examples of verified work products, e.g., forms you have developed, letters you have written etc.

- Diaries or journal entries demonstrating daily tasks or events.

- Visual and verified evidence such as videos, photos, reports of activities in which you have been strongly involved.

- Awards or recognition you have received.

- Samples of the work you do or have done.

- A report from a supervisor that has been signed and dated.

- A qualification that you have already gained.

- Observation of your performance in the workplace.

Step by Step Process of Recognition Process

At the sign-up and induction, RPL is discussed and the opportunity to participate in RPL is always available throughout the qualification. If at the sign-up or at the initial checkpoint meeting or after commencement of the qualification you and your employer identify units of competency that you can already demonstrate the level of achievement required, then you can apply for RPL of those units. Simply inform your Ardor College Trainer. They will assist you in going to the next step in the RPL process.

APPLICATION for RPL

Discuss RPL options with Trainer

PROVIDE ANY EVIDENCE

Trainer will release units RPL

EVIDENCE CONFIRMATION CONVERSATION WITH ASSESSOR

Student will complete questions

COMPETENCY CONVERSATION(S) WITH ASSESSOR
ASSESSOR CONFIRMATION FROM 3RDPARTY

PRACTICAL ASSESSMENT(DEMONSTRATION)

ASSESSOR MAKES COMPETENCE DECISION
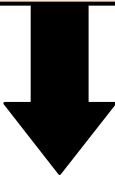
UNIT OF COMPETENCY (or QUALIFICATION) AWARDED

GAP TRAINING (IF REQUIRED)

Commonly Asked Questions

Q: What happens if I apply for RPL and I do not have enough evidence or cannot demonstrate competence?

A: If you do not have enough evidence, we identify with you how we can either:

1. Find ways to locate evidence.

2. Put an action plan in place for some gap training in the areas you are short of evidence or competence.

Evidence can be collected through:

- Having your Supervisor complete a report stating that you have sufficient experience and application in the areas we require more evidence.

- An Ardor College Trainer comes to your workplace and observes you undertaking certain work functions.

- Ardor College develops some gap questions that require written answers to demonstrate competence.

- Ardor College organises to deliver some training in the gap areas of your RPL.

At the very worst- case scenario, in the event you cannot demonstrate competence to the standards required, your Ardor College Trainer can simply revert to training and assessing as per normal arrangements.

Q: How long does an RPL take?

A: You will need to complete an application form which is to be signed by yourself and if applicable your Employer. The signing of this application form informs us that all parties involved with this are in total support of the RPL proceeding. The time frame depends on you and how quickly you can show competence with your Ardor College Trainer. Your Trainer will address timeframes and expected completion and will alter your training plan to reflect any RPL you may be completing.

Q: How much does it cost?

A: The cost of completing RPL whilst registered as an Apprentice is no different than if you were training and assessing as your normal program. You will still have to pay the tuition fee applicable as normal for that unit of competence; A Student will incur no additional costs to complete an RPL.

Q: How do I seek more information?

A: Simply talk with your Trainer or call us and you can begin the process. RPL is essentially just another way to get your skills and experience recognised without having to repeat the learning again.

Workplace Health and Safety

As with all Staff working in any industry, Apprentices are to always comply with all Workplace Health and Safety Requirements of the industry and enterprise and to be well informed of any enterprise specific requirements. Visits between Student and Trainer are to be held in a clean and quite location, away from workplace distractions to ensure quality outcomes are achieved.

Privacy Policy

Ardor College will respect the privacy of all persons associated; be it Staff, Students, Apprentices, Employers, and other personnel.

No information concerning any person will be revealed to any other, unless either required by law, or authorised for release by the person concerned.

Individuals will be granted access to personal files for perusal only. They will be required to show proof of identity.

Permission to have access to personal files will be given only after written application to the Company is made. Material may not be removed from any file. Copies may be taken only with specific item-by-item permission from the Company Management.

Requests of our Company for information must be in writing and displayed on letterhead of the organisation making the request. For more information call Ardor College on 07 44487666.

Refund Policy

This refund policy applies to all course monies paid to the College. This policy covers full and partial refunds, A summary of the Ardor College's refund policy is outlined below.

Apprenticeship students:

Student transfer to another college before completion of course.	Refund only for module that have been paid in advance and not completed at Ardor College
Students withdraw from College in between modules.	Only proportionate cost of the module from which student have been withdrawn will be refunded along with advance payment received for other modules not completed at Ardor.

Complaints and Appeals.

Ardor College has a commitment to providing a quality service and has a focus on continuous improvement. We value feedback from students, staff, and employers in order to improve the delivery and quality of our training.

Complaints

If you have a concern regarding any aspect of your program, please discuss it with your teacher so that assistance can be provided as quickly as possible. Addressing an issue early generally allows for faster resolution. If you are uncertain how to approach an issue you can talk to your teachers or the administration staff.

One of the most effective ways to express your opinion (including compliments) of Ardor College and its services is via the Complaints and Appeals Form available at www.Ardorcollege.edu.au or email: info@Ardorcollege.edu.au.

There are also a range of questionnaires/surveys conducted to Ardor College improve its services. Please participate so that your ideas and concerns can be considered as part of our continuous improvement initiatives.

In addition, you can go to external bodies such as Australian Skills Quality Authority by telephone 1300 701 801, website www.asqa.gov.au.

Enrolment and Induction

These procedures may involve:

- Negotiation of a Training Plan
- Completion of the enrolment process
- Assessment of available resources
- Provision of information according to the Induction Checklist

Language, Literacy and Numeracy Check

Every qualification has an expected level of language, literacy and numeracy requirements and it is important that before a qualification commences, the student's level is screened to identify any issues that may impact on the student's opportunity to succeed in completing their qualification.

At the first appointment, the Trainer provides the student with an LL&N Check document. This should take between 20- 30 minutes for the student to complete.

This LL&N is then checked by Ardor College LL&N specialist. If any issues are identified, Ardor College will discuss the outcomes with the Student (and the Supervisor if required) to identify options. For example: If the student requires assistance in completing some assessments, longer appointments can be booked with the Trainer to provide extra support. Another option is that Ardor College can organise additional support from external consultants whose role is to support students in completing a nationally accredited qualification.

Credit Transfers

If you have a Statement of Attainment, Statement of Results, Academic History etc., showing modules/ competencies achieved, you may be entitled to "credit transfers". Copies of the results must be submitted and verified before the credit transfer can be granted. Ardor College acknowledges and adheres unconditionally to National Recognition. (Photo identity needs to be provided)

Recognition applies nationally and means:

1. The recognition by all State and Territory registering/course accrediting bodies of the national endorsements of Training Packages as notified in the Training.gov.au (TGA). Attainment issued by other RTO's, enabling individuals to receive national recognition of their achievements.

2. The Registered Training Organisation is obligated to recognise AQF qualifications and statement of attainments issued by other Registered Training Organisations.

The process to apply for a credit transfer is as follows:

1. If you believe you are entitled to a credit transfer, speak with your Ardor College Consultant on enrolment. They will ask for evidence by way of your Statement of Attainment, Statement of Results, qualifications etc.

2. You will be required to provide Ardor College with a copy of the evidence for your Student file. In addition, photo evidence of yourself such as copy of driver's license or passport or similar will be required. A Credit Transfer cannot be provided without this evidence.

3. Your evidence will be checked for validity, currency, authenticity, and accuracy and mapped against the current qualification to ensure the credit transfer is applicable.

4. If applicable, your credit transfer will be recognised and you will be signed off as a "Credit Transfer" on your training plan for those units. In cases where only some of your credit is "creditable" against your training plan the gaps will be identified and a decision will be made to either train you in the gap

identified or recognise any previous learning gained and assessed via that

process. (see page 9)

Access and Equity

Access and Equity Policies are incorporated into Ardor College operational procedures. Ardor College prohibits the discrimination towards any group or individual, in any form, including:

- Gender

- Pregnancy

- Race, colour, nationality or religious background

- Marital Status

- Physical, intellectual, or psychiatric disability

- Homosexuality, male or female – actual or presumed

- Age

- Bullying and harassment in any form will not be tolerated

Student Contribution Fees (SCF)

As part of Ardor College, Skills Assure Supplier agreement with the Department of Employment, Small Business and Training for the delivery of "User Choice" Apprenticeships and Traineeships, we are required to charge Apprentices and Trainees participating in Level II or above qualifications "Student Contribution Fees". (SCF)

Students participating in a school-based Apprenticeship/Traineeship or Fee for Service (FFS) do not incur these fees.

SCF will be invoiced at the end of each month, after training /assessment has been delivered. Payment for these invoices can be made via Cheque, Money Order, Credit Card, over the phone, in person or direct deposit. We offer and recommend each Customer the option of a payment plan.

The Customer selects their frequency, payment amount, date of commencement and provides bank details for withdrawal of payments. If a Customer nominates to pay on completion of each unit, then they are invoiced accordingly (EFT) (Ardor College banking details will be included on the invoice).

As at writing, SCF are calculated at $1.60 per nominal hour for each Unit of Competency delivered. Below is an example of costing and how it is calculated. The Department of Education and Training (DET) may amend the fees chargeable on an annual basis, based on CPI. If this occurs, you will be advised by us.

Example on how SCF will be calculated: An Apprentice completing an Apprenticeship in Hairdressing, Certificate III Hairdressing (Parts Interpreting) completes a unit of Competency such as "Maintain and organise tools, equipment and work areas" which has a nominal hour's completion time of 20 hours. Therefore 20 Hours x $1.60 = $32.00. (Some units may have longer nominal hours.)

The whole Apprenticeship has an approximate total nominal hours of 1070 hours x $1.60 = $1,712.00. This amount however is divided by the number of years it takes to complete the Qualification. In this case an example may be two years. Therefore, the cost would be approximately $856 per year. Divided into twelve months would be approximately $71.33 per month.

Are you partially or totally exempt from paying SCF?

Ardor College as the PQS must charge 40 per cent of the student contribution fee where the participant falls into one or more of the following exemption categories:

(a) The participant was or will be under 17 years of age at the end of February in the year in which the PQS provides training, and the participant is not at school and has not completed year 12.

(b) The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependent of a person who holds a Health Care Card or Pensioner Concession Card and is named on the card.

(c) The participant issues the PQS with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependent, is entitled to concessions under a Health Care Card or Pensioner Concession Card.

(d) The participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.

An Apprentice may be totally exempt from paying the Tuition Fee if it can be shown that, notwithstanding the Apprentice/Trainee does not fall in any of the exemption categories set out above, payments would cause extreme financial hardship, defined as "having to forego the necessities of life". (A Statutory Declaration to this effect will be required as proof).

Fee-free training for apprenticeships for under 25s

Since 1 January 2014, Year 12 graduates had been able to access fee-free training as part of the Queensland Government's Great skills Real opportunities action plan.

The Government has now updated this program with the details as follows.

From 1 January 2021 to 30 September 2022:

Free apprenticeships for under 25s will cover the cost of training for Queensland apprentices and trainees under 25 who commence or are undertaking one of 139 priority apprenticeship or traineeship qualification from 1 January 2021 to 30 September 2022.

Eligibility

To be eligible for Free apprenticeships for under 25s, you must be employed in Queensland as an apprentice or trainee under a training contract in a high priority apprenticeship and traineeship qualification on or after 1 January 2021 and be aged under 25.

Payment Plans

Ardor College strongly recommends you take advantage of our payment plan option to allow you to pay off your fees in instalments over the duration of your study.

To apply for a payment plan you will need to call Ardor College on 07 4448 7666 and speak with the Accounts Department. You will be sent the relevant documents electronically via email for completion and signing. All this can be completed with you over the phone and is very easy.

Queensland User Choice Funding Entitlements

The User Choice Funding Policy allows for an apprentice or trainee to receive a maximum of two government funded contributions per participant. This includes apprenticeships or traineeships undertaken whilst still at school and after they have left school.

Multiple government contributions

An apprentice or trainee can only receive one government contribution for a User Choice funded qualification at any single point in time.

In circumstances where a student undertakes more than one apprenticeship or traineeship at the same time, the student will only receive the government contribution for the qualification nominated in the first Training Contract registered on DELTA, not the Training Contract with the earliest start date.

A maximum of two government contributions will be funded per participant under the User Choice 2021-24 program. Qualifications which do not contribute to the government contribution count are:

• qualifications funded outside of the User Choice 2010 - 16, 2016 - 17, 2017 - 20, 2020 - 21, 2021 - 22 and 2022 - 23 program

• User Choice funded qualifications which commenced but were not completed

• User Choice funded qualifications undertaken as part of the Skilling Queenslanders for Work – Work Skills Traineeships program

• User Choice funded qualifications undertaken as part of the Group Training Organisation Pre-Apprenticeship Program.

For the purposes of determining multiple government contributions, SATs are treated in the same way as other apprentices and trainees.

A second government contribution is approved for participants who have previously commenced and completed one funded qualification under either the User Choice 2010 - 16 program/User Choice 2016 - 17 program/User Choice 2017 - 20 program/User Choice 2020 - 21 program or User Choice 2022 - 23 program, and the second qualification is:

• a Priority One qualification

• a higher priority than the first qualification

• undertaken subsequent to a student having completed a qualification under the Skilling Queenslanders for Work initiative

• undertaken subsequent to a student having completed a qualification under the Group Training Organisation Pre-Apprenticeship Program.

Student Counseling and Support

Apprentices and Trainees may receive academic and vocational counseling from appropriately qualified training staff. The Trainer is required to monitor Apprentice/Trainee progress and intervene to provide support as appropriate and where deemed necessary.

Personal Counseling

Any Apprentice or Trainee who displays signs of distress or discomfort is to be approached by the training or assessing staff with an offer of support. Support may take the form of a referral, advice or other assistance depending on the nature of the problem. All Ardor College staff will always treat Apprentices with courtesy and empathy.

Apprentice and Trainee Records

Ardor College are required to ensure that specific records required by external authorities are kept up to date and accurate. These records will be made available to the student on request. These will be destroyed after the legal retention period however re-issuing of qualifications can still be achieved. (See section on procedure for issuing qualifications).

Unique Student Identifier (USI)

If you are undertaking nationally recognised training delivered by Ardor College or any other registered training organisation, you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with any other private training organisation, completing an apprenticeship or skill set, certificate, or diploma course.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW99VH9U5. A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards.

Your results from 2015 will be available in your USI account in 2017. When applying for a job or enrolling into further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can access your USI account online from a computer, tablet, or smart phone anywhere and anytime.

Do You Need a Unique Student Identifier (USI)?

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.
- school student completing nationally recognised training; or
- student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015. If you do not already have a USI, Ardor College can apply for one on your behalf when you go through the enrolment process and provide consent for Ardor College to do so.

If you prefer, you can apply for a USI yourself. You can create a USI account by accessing the USI website at
https://www.usi.gov.au/students/get-a-usi

This website will also advise on the documentation and identification you need to create a USI. Once you are on the website:

1. select Students 'Get a USI?'

2. Click on Get a USI now>

3. Choose an acceptable Form of ID from those listed and follow the prompts.

Procedure for Issuing Certificates

On successful completion of all competencies in a course the Apprentice/Trainee will be issued their Certificate. If the Apprentice/Trainee has been assessed as competent in one or more competencies (not the entire course), a Statement of Attainment may be issued where appropriate.

When an Apprentice/Trainee has completed their nominated course and a Certificate has been issued, then that confidential file is archived for the required retention period.

Re-Issuing Certificates

In the event you are a previous Ardor College Apprentice/Trainee and require us to re issue your certificate for any reason, you will be required to complete the following process.

- Supply photo evidence (such as driver's license or passport) showing complete name and address.

- If the certificate has been issued by Ardor College but not received or was lost or destroyed or otherwise a declaration must be completed by the Student confirming that they have not received the certificate or circumstance pertaining to its loss. On receipt of the letter of declaration, issue of a duplicate certificate will be completed.

- If a certificate is re issued (for whatever reason) an administration fee of $50.00 per certificate will be required to be paid prior to its release.

- Issuing of initial Certificates will be completed within 21 days. Re-issuing of Certificates may take up to 28 days due to time allocated for sourcing information.

Nationally Recognised Training

Most training delivered by Ardor College is a nationally recognised achievement and qualifications therefore are transferable anywhere in Australia.

Travel and Accommodation Allowance

The Department of Education and Training may be able to provide financial assistance to subsidise additional expenditure incurred by the Student (other than school-based Apprentices) who travel more than 100km return to attend off-the-job training in conjunction with their Apprenticeship/Traineeship training arrangements.

For full details, you can explore DESBT website while for assistance you can check the Contact us page!

Legislative Information

Ardor College adheres to legislative requirements. We have implemented policies and procedures relating to the following requirements and provided websites for you to gain additional information:

- Work Health and Safety – is an issue for all students. As part of the requirements when you are employed in a workplace, you have an obligation to ensure your activities do not place at risk the health or safety of others and yourself. All Ardor College staff adheres to Ardor College policies and procedures. Health and safety of students and Trainers is imperative and often WHS is addressed as part of your qualification. To assist you gain a greater understanding of the Work Health and Safety Act and Regulations please visit:

  http://www.comlaw.gov.au/Details/C2011A00137

- Anti-discrimination – Consideration and respect for others must always be observed. For more information, please refer to the Anti-discrimination Act (including racial vilification and disability discrimination). The Anti-discrimination Commission can be contacted on 1300 130 670 or visit the commissions.
  website at: www.adcq.qld.gov.au For a copy of the relevant legislation please visit:
  https://www.legislation.qld.gov.au/view/whole/html/inforce/current/act-1991-085

- Sexual Harassment – Any form of sexual attention that is unwelcomed. It may be unsolicited touching or other physical contact, remarks with sexual connotations, smutty jokes, unsolicited demands, or request for sexual favours, leering or the display of offensive material. The Queensland Anti-Discrimination Act 1991 prohibits sexual harassment. For a copy of the relevant legislation visit:
  https://www.legislation.qld.gov.au/legisltn/current/a/antidiscrima91.pdf

- Workplace Bullying – This is not tolerated. For further information and valuable links, visit: http://www.bullyonline.org/workbully/oz.htm

- Privacy Policy. Ardor College only collects personal information to perform its core business activities and functions and to meet legal obligations. Information is collected in a lawful and fair way and not in an unreasonably intrusive way. It must be kept accurate, stored securely, and destroyed when it is no longer needed. Ardor College Privacy Policy is available upon request.

- Fair Work Australia is the Government Department to obtain all information regarding wages, leave and other apprentice and trainee entitlement visit:

  http://www.fairwork.gov.au/find-help-for-apprentices-and-trainees

Copyright

Ardor College holds all required copyright approval and licenses. Students, Apprentices, or any other third party should not copy in any way, ANY materials provided without checking to ascertain whether there is any potential breach of copyright and a reminder it is illegal to reproduce or distribute or disseminate any content supplied by Ardor College for any reason. If additional information is required, please check with your Ardor College Trainer or email info@Ardorcollege.edu.au

Registered Training Organisation (RTO) Obligation to the Student

Ardor College's obligation as an RTO is to provide quality training and assessment services to all of it students in compliance with the Standards for Registered Training Organisations 2015 and for the issuance of the AQF certification documentation that is required to be issued when a student completes some or all units of competence within in the nationally accredited qualification, they have been enrolled in.

Student Consumer Rights and Responsibilities

Ardor College aims to provide an environment to support quality vocational education and training to benefit individuals, industry, business, and the wider community.

As an Ardor College Student, you have the right to:

- expect that the education and training will be consistent with the Australian Skills Quality Authority (ASQA) Standards and QLD User Choice Contract requirements

- be informed about personal information that is collected about you and the right to review and correct that information.

- access to Ardor College complaints and appeals handling process.

With rights come responsibilities and as a student at Ardor College your responsibilities include:

- providing accurate and complete information to Ardor College

- participate in training and assessment activities in a responsible and ethical manner.

- pay any fees applicable as agreed.

Please refer to www.Ardorcollege.edu.au for all polices and procedures. Please let us know if you are unable to find the policy you are after.

Department of Education and Training Information

Apprenticeship & Traineeship Information Sheets and Stakeholder References

http://apprenticeshipsinfo.qld.gov.au/information-resources/info-sheets/index.htm

Stakeholder Reference Title	
Apprentice and Trainee Responsibility	https://desbt.qld.gov.au/training/apprentices
Adequate Training Arrangements in the Workplace	https://desbt.qld.gov.au/training/quality
Assistance for Cancelled. Apprentices and Trainees	https://desbt.qld.gov.au/training/providers/funded/userchoice/guidelines
Employer Responsibilities	https://desbt.qld.gov.au/training/employers/apprentices
Australian Quality Skills Authority ASQA	https://www.asqa.gov.au/

DET −LINK − All Training Info http://www.training.qld.gov.au Fair Work Info line − Phone 13 13 94   or   http://www.fairwork.gov.au

Apprenticeship Information −   Phone   1800210210

Email   apprenticeshipsinfo@qld.gov.au

Web   www.apprenticeshipsinfo.qld.gov.au

Student Handbook Verification

It is a requirement that you access and read this student handbook. Accessing and reading this student handbook indicates that you have read, understood and valued the Ardor College Code of Practice and associated policies which it encompasses.

I hereby acknowledge receiving the Ardor College Student Enrolment & Information Handbook. I have read the Student Handbook and am familiar with its contents and agree to abide by all conditions outlined therein.

Student Name:_____

Signature:_____

Date:_____

Parent/Guardian Signature (if student is under 18)

Parent/Guardian Name:_____

Signature:_____

Date:_____