ARCHER INSTITUTE

STUDENT HANDBOOK

ARCHER INSTITUTE PTY LTD RTO 45020

DOCUMENT CONTROL

Version	Approved by	Approval date	Next review
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This handbook is reviewed at least annually whenever the Standards for RTOs 2025 or Archer Institute policies change. The fees and payment schedule specific to your enrolment are set out in the paperwork we provide when you enrol.

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INTRODUCTION

WELCOME

Welcome to Archer Institute, incorporating Family Conflict 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 course and education provider to ensure you are set up for the future.

ABOUT US

Our head office is located in Brookvale, NSW. Archer Institute provides courses to the property and mediation sectors. With an interactive learner experience through our portal, 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 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.

TWO BRANDS, ONE FAMILY

Archer Institute Pty Ltd (RTO 45020) operates two distinct brands in two different sectors.

BRAND 1	BRAND 2
Archer Institute - Real Estate www.archerinstitute.edu.au	Family Conflict Institute - Mediation www.familyconflictinstitute.com.au

All training and assessment is completed internally by our RTO and completion documentation will be issued in the name of Archer Institute Pty Ltd.

OUR OBLIGATION TO YOU

As a Registered Training Organisation (RTO 45020) registered with the 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 made up of the Outcome Standards, the Compliance Requirements and the Credential Policy. For more information visit www.asqa.gov.au/for-providers/standards-for-RTOs.

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

PHONE 1800 069 273	**EMAIL** info@archerinstitute.edu.au
STUDENT SUPPORT students@archerinstitute.edu.au	**WEBSITE** www.archerinstitute.edu.au www.familyconflictinstitute.com.au

Administration office hours: Monday to Friday, 9am to 5pm.
Student support line: 1800 069 273. If the lines are busy, please leave a message or lodge a help request ticket via your student portal and this will go directly to your allocated trainer.

Urgent contacts

URGENT MATTERS 1800 069 273 info@archerinstitute.edu.au In an emergency, call 000.	**LOCATIONS** Head office: 2/2 Victor Road, Brookvale NSW 2100 Training rooms: 2/21 Albany Street, Fyshwick ACT 2609 Level 34, 1 Eagle Street, Brisbane QLD 4000

OUR HISTORY

Our company has been offering accredited training since 2016. Over time, it has offered a variety of courses. In July 2023, the company was sold and underwent:

- A complete change of ownership and management
- Relocated head office
- 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 new LMS / SMS system (aXcelerate)

DELIVERY MODES

All of our accredited courses are delivered online via our student portal. Our real estate Continuing Professional Development (CPD) courses can be delivered by interactive Teams or Zoom sessions, at one of our regional events or from the comfort of your office. Regardless of how the courses are delivered, you will have access to all learning material in the learner 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 offer face-to-face delivery for real estate CPD courses. All other programs are delivered online.
In office	A combination of the online mode plus additional support in your office to save you travel time. Additional costs apply depending on your location and time required. Contact info@archerinstitute.edu.au for a customised proposal including training fees and travel costs.

All enrolments include support workshops via Teams or Zoom, unit overviews, help with completing assessments, and one to one specialist support where required.

ONLINE ENROLMENTS

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 these activities, if there are no indications of additional support requirements, we will formally accept your enrolment into Archer Institute and unlock your full online course in the student portal for you to begin your studies at your own pace.

If your LLND or academic integrity activity identifies that you do not meet the requirements, we will:

1. Notify you via email
2. Call to discuss what has been identified
3. Suggest recommendations to meet the requirements either internally or externally with specialist providers
4. Offer you a full refund on any payment made under your tentative enrolment

> **Entry requirement.** Archer Institute only enrols students who are 18 years of age or older at the time of enrolment.

INTELLECTUAL PROPERTY

All proprietary materials, assessments, procedures and promotional content are the intellectual property of Archer Institute. Students are prohibited from using, misusing, replicating, duplicating, copying, selling, reselling or exploiting any part of the intellectual property owned or licensed by 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 safeguard its intellectual property rights.

GST

If a student is registered in a course that offers units of competency or an entire qualification, the associated course fees will not be subject to GST. However, GST will apply to certain incidental charges that are separate from the standard services provided as part of the course. This exemption is outlined in section 38-85 of GSTR 2003/1. You can find more information about this ruling on the ATO website at ato.gov.au (search "GSTR 2003/1").

PAYMENT METHODS

You have the option to pay your full course fees via direct deposit, credit card or one of our pre-approved payment plans. Banking details can be found on your tax invoices.

Stripe

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

Archer Institute never requires an individual student to pay more than $1,500 before their course starts, or more than $1,500 in any single instalment. Employer funded enrolments can be invoiced under different arrangements agreed with the employer, and a formal tax invoice can be issued on request.

> Please be aware that if you enter a payment plan, your monthly instalments can be made via direct debit. Please ensure you have adequate funds available each month.

Students acknowledge and consent to the sharing of their personal and financial information collected during enrolment with Archer Institute. Stripe will only access this information for the purpose of collecting student fee payments should you elect to pay via credit card, otherwise this data will not be shared with Stripe.

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.

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

Academic misconduct includes

- **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

Consequences of academic misconduct

If a student is found to have breached academic integrity, we may issue a warning, ask the student to redo the assessment, record a Not Yet Competent result, or suspend or cancel enrolment at the discretion of the CEO. You may appeal any decision through our complaints and appeals process, and a decision to suspend or cancel enrolment will not take effect until the internal appeals process is complete.

COURSES WE OFFER

Archer Institute is approved to deliver the following to students:

- CPP41419 Certificate IV in Real Estate Practice (18 units; 5 core and 13 elective)
- CPP51122 Diploma of Property (Agency Management) (12 units; 7 core and 5 elective)
- CHCSS00142 Mediation Skill Set (3 units of competency)
- CHC81115 Graduate Diploma of Family Dispute Resolution (10 units; 6 core and 4 elective)

REAL ESTATE

Assistant Agent (NSW / ACT)

The following 5 units meet the educational requirements to register as an assistant agent in NSW or ACT. A Statement of Attainment is issued for successfully completed units, drawn from CPP41419 Certificate IV in Real Estate Practice.

- CPPREP4001 Prepare for professional practice in real estate
- CPPREP4002 Access and interpret ethical practice in real estate
- CPPREP4003 Access and interpret legislation in real estate
- CPPREP4004 Establish marketing and communication profiles in real estate
- CPPREP4005 Prepare to work with real estate trust accounts

CPP41419 Certificate IV in Real Estate Practice (18 units)

These units meet the educational requirements for NSW Class 2 licence, ACT Class 2 licence and VIC Agents Representative registration.

- CPPREP4001 Prepare for professional practice in real estate
- CPPREP4002 Access and interpret ethical practice in real estate
- CPPREP4003 Access and interpret legislation in real estate
- CPPREP4004 Establish marketing and communication profiles in real estate
- CPPREP4005 Prepare to work with real estate trust accounts
- CPPREP4101 Appraise property for sale or lease
- CPPREP4102 Market property
- CPPREP4103 Establish vendor relationships

- CPPREP4104 Establish buyer relationships
- CPPREP4105 Sell property
- CPPREP4121 Establish landlord relationships
- CPPREP4122 Manage tenant relationships
- CPPREP4123 Manage tenancy
- CPPREP4124 End tenancy
- CPPREP4125 Transact in trust accounts
- CPPREP5004 Manage a safe workplace in the property industry
- CPPREP5008 Market the property agency
- CPPREP5010 Manage customer service activities in the property industry

Queensland real estate salesperson (12 units)

- 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

Queensland real estate agent (19 units)

- CPPREP4001 Prepare for professional practice in real estate
- CPPREP4002 Access and interpret ethical practice in real estate
- CPPREP4003 Access and interpret legislation in real estate
- CPPREP4004 Establish marketing and communication profiles in real estate
- CPPREP4005 Prepare to work with real estate trust accounts
- CPPREP4101 Appraise property for sale or lease
- CPPREP4102 Market property
- CPPREP4103 Establish vendor relationships
- CPPREP4104 Establish buyer relationships
- CPPREP4105 Sell property
- CPPREP4121 Establish landlord relationships
- CPPREP4122 Manage tenant relationships
- CPPREP4123 Manage tenancy
- CPPREP4124 End tenancy
- CPPREP4125 Transact in trust accounts
- CPPREP4503 Present at hearings in real estate
- 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

Queensland auctioneer (10 units)

- 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) (12 units)

These units meet the educational requirements for NSW Class 1 licence and ACT Class 1 licence, and the VIC Agents Licence program for existing Agents Representatives.

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

MEDIATION / FDR

CHCSS00142 Mediation Skill Set (3 units)

- CHCMED004 Prepare for mediation
- CHCMED005 Facilitate mediation
- CHCMED006 Consolidate and conclude mediation

CHC81115 Graduate Diploma of Family Dispute Resolution (10 units)

These units meet the educational requirements to apply as an FDRP with the Attorney-General's Department.

- CHCFAM001 Operate in a family law environment
- CHCFAM002 Work with a child focussed approach
- CHCDSP001 Facilitate dispute resolution in the family law context
- CHCDSP002 Adhere to ethical standards in family dispute resolution
- CHCDSP003 Support the safety of vulnerable parties in dispute resolution
- CHCDFV008 Manage responses to domestic and family violence in family work
- CHCFAM007 Assist clients to develop parenting arrangements
- CHCDFV007 Work with users of violence to affect change
- CHCDFV013 Manage domestic and family violence screening and risk assessment processes
- CHCMGT005 Facilitate workplace debriefing and support services

Graduate Diploma of Family Dispute Resolution (6 core units only)

For students with a relevant bachelor degree (such as law, psychology or social work) or 2 continuous years on the AMDRAS register, Family Conflict Institute offers an FDRP pathway which only requires the 6 core units. On completion, you will receive a statement of attainment.

- CHCFAM001 Operate in a family law environment
- CHCFAM002 Work with a child focussed approach
- CHCDSP001 Facilitate dispute resolution in the family law context
- CHCDSP002 Adhere to ethical standards in family dispute resolution
- CHCDSP003 Support the safety of vulnerable parties in dispute resolution
- CHCDFV008 Manage responses to domestic and family violence in family work

CPD AND SHORT COURSES

We offer entry level courses comprising nationally accredited units of competency. These short 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 and mediators must engage in continuing professional development (CPD) to uphold their registration, and Archer Institute offers these short courses as part of our services. Please refer to our website for further information. Note that, depending on your state, certain CPD courses attract GST in line with ATO rules around accredited and non-accredited courses.

LICENSED OUTCOMES

Certain courses require you to apply directly to the respective State or 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 the educational requirements we deliver. We recommend all students review the eligibility requirements below prior to enrolment.

Note: Archer Institute / Family Conflict Institute do not submit applications to the regulator on behalf of students.

Jurisdiction	Body	Licensing page
Family Dispute Resolution (National)	Attorney-General's Department	FDRP accreditation
New South Wales	NSW Fair Trading	Property professionals licensing
Australian Capital Territory	Access Canberra	Real estate and property
Victoria	Consumer Affairs Victoria	Estate agents licensing
Queensland	Office of Fair Trading	Property industry regulation
Tasmania	Property Agents Board of Tasmania	propertyagentsboard.com.au
Western Australia	Consumer Protection (DEMIRS)	Real estate licensing and registration

Jurisdiction	Body	Licensing page
Northern Territory	Agents Licensing Board	Agents Licensing Board
South Australia	Consumer and Business Services	Real estate licensing

STUDENT EQUIPMENT RESOURCES

Students require access to a computer or laptop with appropriate software (word processor, spreadsheet, etc.). Suitable office suites include Microsoft Office, Google Docs, Sheets and Slides, or Apple iWork. Students also require an internet connection that can handle video streaming. Students can download Microsoft Office at microsoft.com/en-gb/education/products/office. Where possible, we recommend dual screens so you can view the portal on one screen and research on the other. This is a recommendation based on prior student feedback, not a requirement.

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 Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrols in nationally recognised training. Unless you have an exemption issued by the USI registrar, you must provide us with your USI. For information about USIs including how to create one visit usi.gov.au. For exemptions visit usi.gov.au/exemptions.

> You will not be able to enrol unless you supply your USI number upon enrolment. If you hold a USI exemption, please note that your results will not be accessible through the Commonwealth and will not appear on your authenticated VET transcript.

If you are having trouble creating a USI, please contact student care on 1800 069 273. We recommend sending a copy of your USI transcript to the Institute, which is optional, but required if you apply for RPL or credit transfer.

Updating results on your USI transcript

Once your course is completed we report your results to the National Centre for Vocational Education Research (NCVER). We submit data each quarter, so please allow up to three months for your results to appear on your authenticated USI transcript.

LANGUAGE, LITERACY, NUMERACY AND DIGITAL LITERACY (LLND)

LLND skills greatly impact your chance of success in our courses. Enrolling in a course well above your LLND competency can adversely affect your confidence and mental health and may incur time and financial losses if you need to seek further assistance.

When you first apply online you will be considered tentatively enrolled, subject to completing and passing your LLND activity. The purpose is to ensure you have the skills to undertake, progress through and complete your course, and to ensure we provide the right support or direct you to the most appropriate provider if your needs exceed our skill set.

If 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 conduct an intake call with each student upon receiving a completed enrolment form. During this call we may discuss items disclosed on your form (such as prior education or disabilities), particularly for the Graduate Diploma of Family Dispute Resolution. For real estate students, we may also discuss prior education and experience to determine credit transfer or RPL eligibility.

INTERACTIVE PHONE SKILLS ASSESSMENT

Every student, upon completing an accredited course, is required to undertake a phone skills assessment call. This consolidates your learning and verifies knowledge put into verbal practice. These are conducted via Zoom, Microsoft Teams or over the phone, and can be booked by calling student services or via the student portal. It is a safety measure to ensure all students have consolidated knowledge by the end of their program. If the assessor identifies you are not yet competent, additional training will be offered.

SUPERSEDED COURSES

From time to time a training product is superseded on the National Register. When this happens we will email you the key dates, including the last date assessments can be submitted in the superseded course. Where time allows, we will teach out your existing course.

If we identify that you are unlikely to finish in time, we will transfer you to the replacement course at no additional cost, and you will receive a new 2-year enrolment period from the date of transfer. We do not enrol new students into a course that is under a transition arrangement, because it would limit the time available to complete, work against our 2-year enrolment offer, and place unnecessary pressure on students.

RPL AND CREDIT TRANSFER

Credit transfer is a formal recognition of previous studies and can reduce the duration of your course and your fees. You may apply for credit transfer for as many units as you like at no charge, but you need to let us know at the time of enrolment during the intake call. You will need to provide a certified copy of your AQF certification documentation or an authenticated VET transcript issued by the USI Registrar.

Recognition of Prior Learning (RPL) is a process where skills and knowledge gained through work and life experience and other unrecognised training can be formally recognised. There is no additional charge for RPL. We will inform you in writing of any reduced fees due to credit transfer.

Our RPL assessment has three parts

- **Part A** - self-assessment checklists for each unit, with a skill rating.
- **Part B** - an evidence portfolio of current items that are your own, uploaded to the learner portal.
- **Part C** - a Third-Party Report completed by your workplace supervisor or another third party.

After submitting Parts B and C and completing a phone skills call, you will be advised whether RPL is granted or further evidence is required. On success you receive a grade of RPL-G for the relevant unit.

> It is highly recommended that you apply for CT or RPL at the commencement of your enrolment. A re-assessment fee of $100 per unit applies to RPL re-assessments; there is no cost for the initial RPL or for credit transfer.

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@raspberrytraining.com.au.

LEARNING PLAN

Each student who enrols with Archer Institute receives a customised learning plan. You will receive an updated learning plan via email each month reflecting any units completed and your course progress.

Student Support Plans

When a student is identified as needing additional support, the student services team develops a Student Support Plan outlining appropriate support strategies. This could include additional time, alternative formats, additional trainer assistance or curriculum support services. The plan is shared with the trainer and saved to the student's file in aXcelerate.

Student Services monitors the student's progress, reviewed fortnightly for short courses and monthly for full qualifications. All communication is recorded in the student profile. If a student shows minimal progress, the matter is escalated to the operations manager, and where there is no progress at all, to the CEO.

COURSE ORIENTATION

At the commencement of your course there will be a pre-recorded video orientation covering:

- Next steps, for example LLND and where to start in the portal
- Academic integrity and academic misconduct
- Your learning plan and student support plan
- Training and non-training support services available
- Student welfare, such as counselling and financial support
- Timeframes, such as marking and response to help tickets
- How to contact your trainer, lodge a complaint, and appeal
- 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. If you need assistance with submitting assessments via the online portal, please reach out to us. Assessment methods may include questions and short answers, case studies, projects, multiple choice, role plays, uploaded audio or video recordings, and the phone skills call.

All assessments are open book, allowing you to consult the learning materials or other resources. Assessments are graded against a marking guide to ensure consistency. Please answer in your own words. Do not copy and paste slabs of content from our learning material as your answer, as you will be marked Not Yet Competent.

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 recognises that providing reasonable adjustments is a legal requirement under the Disability Discrimination Act 1992 and the Disability Standards for Education 2005, and reflects Standard 2.4 of the Standards for RTOs 2025.

Examples include alternative assessment formats, open-book and untimed assessments segmented into smaller components, alternative format materials, flexible learning modes, assistive technologies, schedule flexibility within the standard 2-year completion timeframe, mental health support through the Australian Counselling Service, academic skills development, and increased progress check-ins. Any adjustments are recorded in a student's customised support plan, which is developed on request of the student or on recommendation from Archer Institute.

IDENTITY VERIFICATION

Even though our courses are mostly delivered online, we must still verify that the person completing the course is the enrolled student. We do this through your USI verification at enrolment, your individual portal login, and the interactive phone skills assessment at the end of your program, which is conducted live with an assessor. Some of our assessments also include video responses where you are asked to verbalise and record your response.

CHEATING AND COPYING FROM EXTERNAL SOURCES

Students are strictly prohibited from sharing answers with each other 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.

Breaches of academic integrity are managed under our academic integrity process described earlier in this handbook. Depending on the severity and frequency of the breach, outcomes can include a warning, a requirement to redo the assessment, a Not Yet Competent result, or suspension or cancellation of your enrolment at the discretion of the CEO. You may appeal any decision through our complaints and appeals process, and a decision to suspend or cancel your enrolment will not take effect until the internal appeals process is complete.

ASSISTIVE TECHNOLOGIES (GENAI, CHATGPT)

You may use AI tools (such as ChatGPT, Gemini or Microsoft Copilot) to help you study and understand concepts. However, every answer you submit must be written in your own words and reflect your own understanding. If you used an AI tool while preparing an answer, you must say so in your submission, in the same way you would reference an author or website.

Submitting AI-generated text as your own work is academic misconduct. Where AI use is identified and a response lacks coherence or authenticity, your trainer will review the submission and may ask you to complete a skills call to verify your knowledge.

If you can demonstrate adequate understanding, the assessment will be marked satisfactory. If you cannot, you will be asked to redo the assessment.

Archer Institute does not discourage AI in a general sense. In many workplaces, including real estate, AI tools are used every day. What matters in a learning and assessment context is that your submitted work is genuinely your own and that any AI assistance is declared.

ASSESSMENT TURNAROUND TIMES

We aim to mark submitted assessments within 14 calendar days. During peak periods this can take up to 30 calendar days. You will receive a notification once your assessment has been marked, with written feedback included.

WORK PLACEMENTS

Some courses require you to complete an element of work placement, putting the theory and knowledge you have learnt into practical application. Delivery modes range from being placed in an organisation to employment based work placement.

Archer Institute does not guarantee work placement. It is up to you to source your own placement.

As a requirement of work placement, you may need to complete a National Police Certificate, and some workplaces may require Working with Children and disability worker checks. You will need to pay for these yourself, as a guide around $50 to $80 each. Certain workplaces may also have immunisation requirements.

> At this stage the only courses Archer Institute offers with a workplace requirement are the CHC81115 Graduate Diploma of Family Dispute Resolution and the 6 Core Units from the CHC81115 Graduate Diploma of Family Dispute Resolution. Both have a mandated 50 hours work placement. You will keep a logbook signed off by your supervisors. For detail see training.gov.au/Training/Details/CHC81115.
>
> *Note - Although there is no work placement requirement in real estate, some state/territory regulators have a requirement for a period of industry experience prior to upgrading qualifications (e.g. Class 2 to Class 1).*

Approved supervisors

When undertaking your 50 hours of work placement it is essential you do this only with an accredited FDRP practitioner. Their name and contact details must appear on the Attorney-General's register at fdrr.ag.gov.au. If unsure, contact the office on 1800 069 273 and we can confirm the FDRP status over the phone. Any hours undertaken with a provider who is not an accredited FDRP do not count towards your 50-hour requirement.

When should placement start?

Work placement should not commence until you have completed 50% of the course, and cannot commence until you have signed a workplace agreement with Archer Institute.

There are several hundred accredited FDRP practitioners across Australia. The Attorney-General's register at fdrr.ag.gov.au lists current practitioners near you.

You will work with a minimum of 5 cases (usually between 5 and 10) over 50 hours.

Work placement fees

Archer Institute does not charge a work placement fee. Your placement host may charge its own fee.

Reassessment arrangements

Arrangements for reassessment will be made directly with your trainer or assessor if necessary. You are entitled to unlimited attempts within your 2-year enrolment period. Once you exceed the 2-year enrolment period, a re-assessment fee applies as outlined in the Fees and Refunds section.

NO GUARANTEE

We cannot guarantee that you will be awarded your statement of attainment or qualification, as this depends on you and your assessment submissions. We provide all necessary facilities, equipment, trainers and support, but the outcome depends on you. We also cannot guarantee that you will find work in your chosen field, as this depends on factors beyond our control. We highly recommend you consider all eligibility requirements for your desired course, including any requirement to be a fit and proper person. If you have prior convictions, we recommend you speak with the relevant industry regulator prior to enrolment.

NATIONAL RECOGNITION

Archer Institute recognises AQF qualifications and statements of attainment issued by any other registered training organisation in Australia. This is the basis on which credit transfer operates; see the RPL and Credit Transfer section of this handbook.

SUPPORT AND WELFARE

We all need a little extra support sometimes. We are here to help you, so please let us know what you are going through and how we can help. We offer:

- Free short-term online counselling provided externally by Australian Counselling Service
- Fortnightly support webinars
- Online help lodgement ticketing system
- Student support line
- Our Wellbeing Officer at wellbeing@archerinstitute.edu.au
- Our Indigenous Liaison Officer at ilo@archerinstitute.edu.au
- Access to additional learning resources
- Reasonable adjustment in assessment
- Information about external sources of support
- Access to an in-house career advisor

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, connect you with other

students, or simply be a friendly listening ear. Depending on your needs, we will provide a referral to the relevant local organisation.

DIVERSITY AND WELLBEING TEAM

At Archer Institute, we are committed to creating a welcoming and inclusive environment where every student feels safe, respected and supported. Our Wellbeing Officer offers free, confidential support in areas including feeling safe and respected, navigating issues related to culture, gender, sexuality, religion or disability, mental health and wellbeing, coping with study-related stress, and support for students facing discrimination, harassment or bullying.

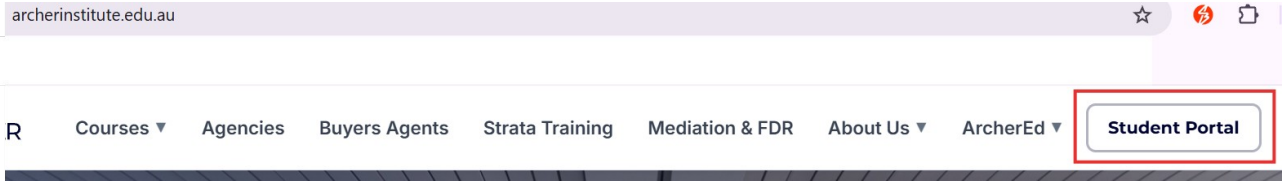
We value and support students of all cultural backgrounds, LGBTQIA+ students, students with disability or health conditions, Aboriginal and Torres Strait Islander students, students of all faiths and beliefs, and students of all ages and genders. Everyone has the right to learn in a safe and inclusive environment, free from discrimination.

Emergency contacts and useful numbers

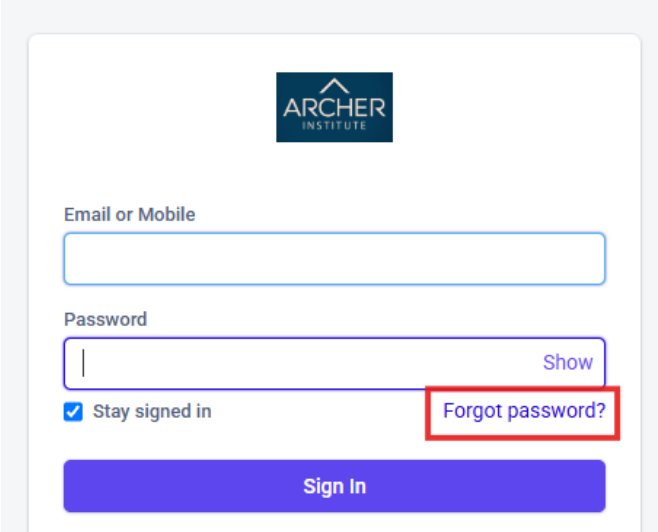
Service	Contact
Emergency services (Police, Fire, Ambulance)	**000**
Nearest hospital to Brookvale campus	Northern Beaches Hospital, 105 Frenchs Forest Road W, Frenchs Forest 02 9105 5000
Lifeline (24-hour crisis support)	13 11 14
Beyond Blue	1300 224 636, beyondblue.org.au
Australian Counselling Service (free for students)	1300 374 033, acscounselling.com.au
1800RESPECT (family and domestic violence)	1800 737 732
13YARN (Aboriginal and Torres Strait Islander support)	13 92 76
National Debt Helpline	1800 007 007
Reading and Writing Hotline	1300 655 506

ACCESSING THE STUDENT PORTAL

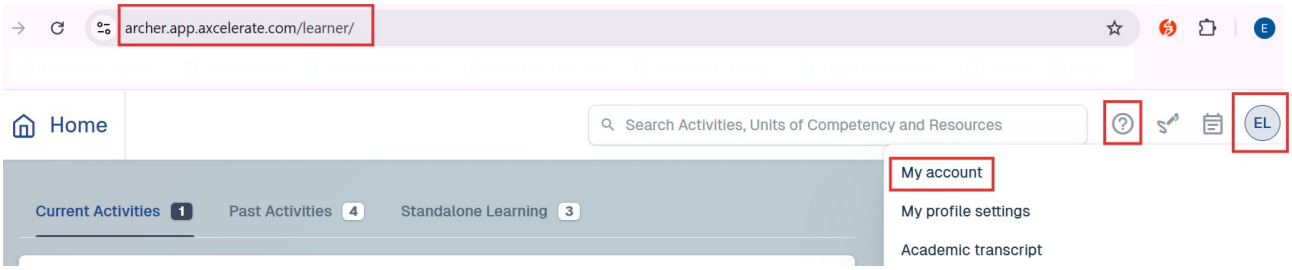
The Learner Portal is accessed 7 days a week at app.axcelerate.com. Enter your username (your email) and the password you created when you registered. You can also access the portal via our website using the "student portal" button in the top right corner. If you have trouble logging in, contact student care on 1800 069 273 or students@archerinstitute.edu.au.



To reset your password, go to app.axcelerate.com and click "Forgot password", then follow the prompts.



You can update your registered email or password at any time by logging in, clicking your initials in the top right corner, and selecting "My Account".



HELP REQUESTS

We like all our students to have open and transparent communication with Archer Institute and your trainer or assessor. At any stage, whether you need to speak to your trainer, are stuck on a question, require clarification, want feedback, need advice, or feel overwhelmed, you can raise a help request.

In your student portal, click the question mark icon in the top right, select your help category, fill in the form and submit. A copy of every help request is sent to your registered email account.

We aim to respond to all help requests within 48 hours on weekdays. Requests submitted over a weekend will be answered by close of business Tuesday. If your matter is urgent, call student care on 1800 069 273.

IF YOUR DETAILS CHANGE

Please update your details in your learner portal or notify us within 7 days if your mobile number, address or emergency contact details change. If you ever notice something is not right with your personal information, please let us know so we can correct it.

TRAINER AND ASSESSOR CONTACT DETAILS

You can find your trainer's contact details by calling student services on 1800 069 273, or by searching your inbox for the subject "Trainer Introduction".

PROGRAM DURATIONS

Archer Institute designs courses in accordance with the Australian Qualifications Framework (AQF) guidelines. The volume of learning is the estimated total time needed to achieve the learning outcomes, including guided instruction, individual study, research, workplace learning and assessment. Nominal (supervised) hours are the structured learning and assessment activities supervised by the RTO. Unsupervised hours cover activities that contribute to program outcomes but are not overseen by a trainer, such as private study.

Some students already possess extensive practical experience, which reduces the hours required. Program durations vary based on prior studies and education, work and family commitments, competing priorities, and time spent reading resources and attending voluntary webinars.

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

Regardless of the course you select, we offer a 2-year enrolment period. During this period you can submit assessments, seek advice and attend support workshops at no extra cost. Once the 2-year enrolment passes, you can still submit incomplete assessments, but a re-assessment fee of $100 per assessment applies.

ISSUING CERTIFICATION DOCUMENTATION

Once you have completed all units, been found competent and paid all relevant fees, we will issue your training certification documentation within 5 business days.

Outcome	Documentation
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 and only partially complete your course, you will be issued with a Statement of Attainment within 5 days of withdrawal for any units where you were assessed as competent. We reserve the right to withhold certificates until all fees are paid, except where we are not permitted to do so by law. We cannot issue certificates if we do not have your USI on file.

Reissuing certification documents

We are required by law to keep records of your qualification and units for at least thirty years. If you lose your statements or qualification, we can reissue these. Within the first 12 months after completion there is no charge; after this time a fee of $55 including GST applies.

FEEDBACK

Your feedback is important to us. We use feedback to make changes in line with continuous improvement. Please let us know if something is not right or you have a suggestion by emailing or calling us. You will also be provided with a Quality Indicator Survey issued by NCVER. If you are inclined, you are welcome to leave us a review on Google or Product Review.

02

POLICIES AND PROCESSES

FEES AND REFUNDS

We want you to understand all fees and charges associated with your course, so please read this section carefully. You can find the fees for your course on our website and in the paperwork we provide when you enrol, which includes a detailed payment schedule and payment options. We will tell you about the potential for fees to change over the duration of your course, although this is unlikely.

We protect your fees in line with the Standards for RTOs 2025. We never require an individual student to pay more than $1,500 before their course starts, or more than $1,500 in any single instalment. This keeps your prepaid fees below the threshold at which additional fee protection measures are required under the Standards. Employer funded enrolments can be invoiced under different arrangements agreed with the employer.

> **Government funding.** Archer Institute does not deliver government-subsidised or funded training places. All courses are offered on a fee-for-service basis.

Non-tuition fees that may apply

Fee	Amount
Deferral fee	Nil
Re-assessment fee (outside your 2-year enrolment period)	$100 per assessment submission
Credit transfer	Nil
RPL re-assessment	$100 per unit
Reissuance of certification	No charge within 12 months of completion; $55 (incl. GST) thereafter

You are required to pay all fees 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. Where fees are overdue and no arrangement has been made, a first and second warning letter will be sent, each allowing 5 days to pay or make arrangements. If fees remain unpaid five days after the second warning letter and no alternative arrangement has been agreed, your enrolment may be cancelled.

If your enrolment is cancelled because of non-payment, fees you have already paid are not refundable. Nothing in this policy limits your rights under the Australian Consumer Law.

Financial hardship

If you are experiencing financial difficulty at any point during your enrolment, contact us as early as possible. We can agree alternative payment arrangements, and options such as suspending your course may also be available. Asking for help with fees will never affect how you are treated as a student.

Refunds

This applies whether you paid the fees or someone else paid on your behalf. If we cancel a course either before or after it starts, you will receive an automatic refund within 10 working days and do not need to complete a Refund Application Form.

In all other circumstances, please submit a Refund Application Form as soon as possible, ideally within 7 working days of the event that led to the request. Late applications will still be considered on their merits. The outcome will be forwarded to you within 20 working days. Refunds are paid in Australian Dollars to the person or organisation who paid the course fees. This refund policy does not remove your right to take further action under Australian Consumer Law.

Student refunds

Circumstance	Refund due
Archer Institute cancels the course before commencement and does not reschedule	Full refund of all course fees paid
Archer Institute cancels the program after commencement and does not reschedule	Full refund of all course fees paid
Face-to-face student withdraws up to 4 weeks before commencement	Full refund of all course fees paid
Face-to-face student withdraws less than 4 weeks but more than 48 hours before commencement	Cancellation fee of $295
Face-to-face student withdraws less than 48 hours before commencement	70% of course fees refunded (30% retained)
Face-to-face student withdraws after commencement	No refund on previously paid fees
Enrolment cancelled due to disciplinary action	No refund on previously paid fees

Circumstance	Refund due
Online enrolments	Students who enrol online are not formally enrolled until they complete the LLND activity. If you do not pass the LLND activity, you will be offered a full refund within 7 working days. If you withdraw after formal acceptance but before you access your course materials in the portal, we will refund fees you have paid. If you withdraw after accessing your course materials, fees already paid are not refundable. If you are on a payment plan, instalments already due at the date of withdrawal remain payable and no further instalments will be charged after your withdrawal is processed. Nothing in this policy limits your rights under the Australian Consumer Law.
RPL assessments	No refund on RPL re-assessment fees
Transition between delivery modes	You pay the difference between online and face-to-face fees; no refunds once you have transitioned
Travel fees	No refund once travel fees have been paid
Stripe	No refund on credit card fees unless Archer Institute cancels the course

> The face-to-face rows in this table apply to real estate CPD courses and other scheduled face-to-face events.

COMPLAINTS AND APPEALS

From time to time, you may be unhappy with our services or want to appeal a decision we have made. We take complaints and appeals seriously. Complaints can be made against us, our trainers and assessors, other staff, or another student, and can relate to any aspect of our services. Appeals can be made in respect of any decision made by Archer Institute, including assessment decisions.

We adopt the principles of natural justice and procedural fairness at every stage. Our internal complaints and appeals process can be accessed at no cost. We encourage you to first try to resolve the issue informally by discussing it with the person involved. If you do not feel comfortable with this, or it did not achieve the outcome you wished, you can access the formal process.

We encourage you to lodge your complaint as soon as possible, ideally within 30 calendar days of the incident (or, for an appeal, within 30 calendar days of the decision), so it can be investigated effectively while records and recollections are fresh. Complaints or appeals lodged outside these timeframes will still be accepted and assessed on their merits. Please use the complaints and appeals form, available from student support.

We will acknowledge your complaint or appeal in writing within 3 working days, and begin our review within 5 working days. Complaints and appeals are finalised as soon as practicable or within 30 calendar days. Where a matter is expected to take more than 60 calendar days, we will write to explain why and provide regular updates. For assessment appeals, we appoint an independent assessor to review the decision, and the result is updated in your learner portal. We communicate the result in writing, including reasons.

Your enrolment will be maintained while any internal appeal is in progress. If your appeal concerns a decision to suspend or cancel your enrolment, the decision will not take effect until the internal appeals process is complete, unless your health and wellbeing, or that of others, could be at risk.

> **No disadvantage.** Making a complaint or appeal will never disadvantage you as a student. Complaints are handled confidentially, records are kept securely on your student file, and only staff involved in resolving the matter will have access to them.

Independent review party

Where the internal process has failed to resolve the complaint or appeal, you can take your case to our independent reviewer:

Raspberry Training & Consulting
C/- Colleen Rivas
0439 597 115
Colleen@raspberrytraining.com.au

This organisation charges $330 plus GST, which is payable by Archer Institute. The fee includes an independent review, a written report to both the student and Archer Institute, and full cooperation from Archer Institute, which will implement any decisions or recommendations. If you choose to engage any other third-party service provider, you are responsible for their costs.

External complaint bodies

You may also contact the National Training Complaints Hotline on 13 38 73 (Monday to Friday, 8am to 6pm), ntch@education.gov.au, or our registering body, the Australian Skills Quality Authority (ASQA) at asqa.gov.au/complaints or 1300 701 801. Note that ASQA does not act as an advocate for individual students and uses complaints as intelligence to inform regulatory activity. Nothing in this policy limits your rights under Australia's consumer protection laws or other legal remedies.

You are welcome to raise any concern directly with our CEO at any time, and we will always try to resolve issues quickly and informally. You are also free to use the formal complaints process, or to contact ASQA or the National Training Complaints Hotline, at any stage. You can reach our CEO through info@archerinstitute.edu.au or 1800 069 273. For general, non-complaint enquiries please contact student services on 1800 069 273 or students@archerinstitute.edu.au.

COMPASSIONATE OR COMPELLING CIRCUMSTANCES

Many of our policies refer to compassionate and compelling circumstances. These are personal circumstances that are involuntary and outside your control, for example medical, family, wellbeing or enrolment circumstances, and that present you with limited or no choice.

COURSE PROGRESS AND MONITORING

Our courses are self-paced within your 2-year enrolment period. To finish comfortably within that period we expect you to:

- submit approximately one unit of competency each month
- satisfactorily complete the assessments in each submission
- actively participate in webinar workshops where they form part of your course

If you fall behind this pace and have not logged into the portal for over 30 days, you will be contacted by our student support team to check in and see how we can support you and understand if you are facing any challenges. If we are unable to get in touch with you, we may assess that you are at risk of unsatisfactory course progress.

We understand due to the current economic climate and circumstances changing, things can happen. Our aim is purely to help support you through the course as and when required. We ask, if you do fall behind, reach out and let us see how we can support you. There are no consequences for asking for help.

In the event we are unable to get in contact with you after a period of 2 weeks, we will issue a First Warning Letter inviting you to agree an Intervention Strategy.

If progress does not improve or we are still unable to get in contact with you after another 2 weeks, we will issue a Second Warning Letter, then a Notice of Intention to Cancel Enrolment for Unsatisfactory Course Progress. You may appeal this decision within 20 working days of receiving the notice.

Extensions to your course duration are allowed where you can provide evidence of compassionate or compelling circumstances, or where you are participating in an intervention strategy. Support options include access to the Institute's counsellor, extensions on assessments, extra online support, and face-to-face support at our Brookvale campus by appointment.

Our live question and answer sessions are recorded. Support workshops are not currently recorded. See the Privacy Notice in this handbook for how recordings are stored and used. Each month you will receive a progress email with an updated learning plan, and an auto-generated email if you have not logged into the portal for over 30 days. While our programs are self-paced, not receiving a follow-up call or email is not a valid reason for lack of progress.

DEFERRING, SUSPENDING AND TRANSFERRING

Deferring your course

You can defer your course, meaning your place is guaranteed but you delay the start for up to 12 months. Complete a Deferral Form and provide evidence of compassionate or compelling circumstances. If approved, you will receive a new Confirmation of Enrolment with a revised start date.

Suspending your course

You can suspend your course, taking a leave from your studies of up to 12 months. Complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances. A leave of absence will not be approved if fees are unpaid.

Transferring courses within Archer Institute

We will approve a transfer if you can show that the course better meets your study capabilities or long-term goals, or that your reasonable expectations about the course are not being met. We will not approve a transfer if you have unpaid course fees for the current study period. Put your request in writing from your registered email to students@archerinstitute.edu.au. You will receive a decision within 10 working days. Check whether any additional fees apply, for example transferring from Assistant Agent to CPP41419 Certificate IV in Real Estate Practice.

Discontinuing your studies

You may choose to discontinue your studies. Before making a final decision, it is a good idea to talk to us. If you no longer wish to continue, complete a Withdrawal Form and read the Fees and Refunds information carefully.

Suspending or cancelling your enrolment

Your enrolment may be cancelled or suspended by us for misbehaviour, non-payment of fees, unsatisfactory progress, or academic cheating. Where any of these apply, we will contact you in writing with the reasons. You may appeal the decision within 20 working days of receipt. 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.

PROVIDER CLOSURE AND COURSE CESSATION

In the unlikely event that Archer Institute ceases to deliver a course, or ceases to operate, we will issue you with a Statement of Attainment for all units you have completed, refund fees paid for training not delivered, and give you information to help you transfer to another provider.

PRIVACY NOTICE

Why we collect your personal information

As a registered training organisation, we collect your personal information so we can process and manage your enrolment in a VET course. 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 deliver accredited or non-accredited courses to you and to comply with our obligations as an RTO.

Recordings

Our live question and answer sessions are recorded so that students who cannot attend can catch up, and for training and quality assurance. Recordings are stored securely in a system managed in-house by Archer Institute and are accessed only by authorised staff and enrolled students. Recordings are retained for 3 years and then deleted. Support workshops are not currently recorded. If you do not wish to appear in a recording, tell the facilitator at the start of the session, or keep your camera and microphone off, and we will arrange another way for you to participate.

How we disclose your personal information

We are required by law under the National Vocational Education and Training Regulator Act 2011 to disclose the personal information we collect about you to the National VET Data Collection kept by NCVER, and to the relevant state or territory training authority. The NCVER may use and disclose your information for purposes including populating authenticated VET transcripts, administration of VET, statistics and research, and understanding the VET market, in accordance with the Privacy Act 1988 and the NVETR Act. For more information see the NCVER Privacy Policy at ncver.edu.au/privacy.

Access to and correction of your information

If you would like to access or correct your information, please contact us on 1800 069 273 or students@archerinstitute.edu.au. The Department of Employment and Workplace Relations (DEWR) is also authorised by law to collect, use and disclose your personal information. See the DEWR VET Privacy Notice at dewr.gov.au/national-vet-data/vet-privacy-notice.

SURVEYS

During your studies you may be asked to complete a survey to give us feedback. Separately, you may receive a request from a government agency such as ASQA or NCVER. Participation in any survey is voluntary.

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, or ask a question about this Privacy Notice. 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.

03

STUDENT CODE OF CONDUCT

The following information outlines what is expected of you.

YOUR RESPONSIBILITIES

Policies and procedures

- 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 your residential address, mobile number, email address and emergency contact

Learning and assessment

- Attend scheduled classes if mandated in your program
- Actively participate in learning and complete all homework given 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, by emailing students@archerinstitute.edu.au or calling 1800 069 273

Webinar and workshop conduct

- Arrive on time and log in ready before the webinar or workshop starts
- Pre-read the unit overview or topic, and be prepared for class
- Dress appropriately and only use handheld devices when relevant to the activity
- Communicate in English

Respect and ethics

- Respect others' values and beliefs
- Interact with others in a collaborative, professional manner
- Use our resources for their intended purpose
- Refrain from harassment and discrimination of any kind
- Resolve any conflicts calmly and respect the property of others

Campus safety

- Know and observe emergency response and evacuation plans
- Do not undertake activities which may cause injury to self or others
- No smoking or consumption of alcohol at training and assessment facilities
- Report all hazards, accidents and near misses to Archer Institute staff
- Keep training and assessment areas neat and tidy, and seek assistance if you volunteer to lift items

YOUR RIGHTS

You can expect to be informed of our policies, receive regular and relevant communications, be informed of any changes to agreed services as soon as practicable, learn in a safe environment, have your personal details kept confidential and secure, access the information we hold about you, and provide feedback on services received.

In learning and assessment, you can expect high-quality training, assessment and support services, the support you need, to have your assessments marked and returned within 30 calendar days of submission (we aim for 14 days), and to receive feedback where a result is not satisfactory. You can expect your trainer and assessor to be on time, prepared, knowledgeable and engaging, dressed appropriately, and to communicate in English. You can expect your values and beliefs to be respected, to be treated fairly and equitably, to interact with others professionally, and to have your safety and property respected.

BEHAVIOUR

The purpose of this policy is to maintain a respectful, safe and productive environment. If you fail to comply, you are in breach of the code of conduct and may face program cancellation, being banned from the Institute, or suspension.

Respect and civility

Students are expected to treat all staff and fellow students with respect and courtesy at all times. Discriminatory, abusive or harassing behaviour based on race, gender, sexuality, disability or religion, and personal attacks whether physical, verbal or written, are prohibited. Profanity, offensive language and aggressive behaviour, including abusive and aggressive emails, are unacceptable.

Academic integrity

Students must adhere to academic integrity and avoid cheating, plagiarism or other dishonest behaviour. Any violation may result in disciplinary action. You are expected to reference any authors, websites, search engine tools or third-party sites, including AI tools, when using these 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 college premises, and should take accountability for their work, deadlines and commitments.

Respectful interaction and email etiquette

Students should communicate respectfully with staff, whether in person, by email or through any other medium, using appropriate language and tone. Emails should have clear subject lines and use formal greetings, signatures and polite language. Please refrain from sending emails in all capital letters, which is perceived as shouting, and keep messages concise and clear.

Timely and appropriate communication

Communicate with staff as early as possible if you are unable to attend a workshop or meet a deadline. For non-urgent matters, allow a reasonable time, typically 48 hours, for staff to respond before following up.

Expectations for electronic and online communication

Students must adhere to the same standards of behaviour and communication online as they would in person. Disrespectful behaviour, cyberbullying, harassment and abusive or demeaning communication 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 verbal warnings, written warnings, temporary suspension from classes or the Institute, permanent enrolment cancellation, or a ban on enrolling into future programs. The severity of the disciplinary action will depend on the nature and frequency of the breach. Any decision to suspend or cancel your enrolment may be appealed through the complaints and appeals process before it takes effect.

Student Support line: 1800 069 273

Email: info@archerinstitute.edu.au

Student Support email: students@archerinstitute.edu.au

Websites: www.archerinstitute.edu.au / www.familyconflictinstitute.com.au

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

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