



Australian Government

Department of Sustainability, Environment,  
Water, Population and Communities



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# Promote your RTA and RHL – it's good for business!

The ARC provides a number of resources for you to promote the fact you have a Refrigerant Trading Authorisation (RTA) and/or Refrigerant Handling Licence (RHL). Promoting your ARC licence/authorisation to potential and existing customers can make a difference.

Whether your business already promotes its competitive prices, great service or years of experience – communicating about your RTA/RHL provides that important 'Tick' of credibility; highlighting your professionalism and compliance. In other words, it gives customers peace of mind that they have chosen a qualified person to do the job.

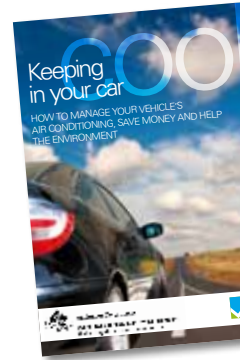
The following is a check-list of ARC marketing tools and resources that have been developed for you to use:

- Make sure you are displaying your ARC Certificate and Authorised sticker (RTA only)
- Have on hand ARC "Congratulations – You've done the right thing" – pamphlets for customers (auto only)

- Stock copies of the ARC Air Conditioning Guide & Auto Air Conditioning Guide and distribute to customers
- Request ARC branded service tags and stickers – for RAC and Auto. Use after service and to remind customers when they should contact you for a follow up service\*
- Make sure your RTA number is displayed on merchandise and advertising – Print, Radio, Online, TV – as well as stationery such as invoices and letterheads

For any person/business wanting to request the above ARC marketing promotional items please contact the ARC **1300 88 44 83** or email [enquire@arctick.org](mailto:enquire@arctick.org)

\* Cost attached to these items.  
All items subject to availability and quantity restrictions.



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## Tougher regulations for training providers

On 1 July 2011, the Australian Skills Quality Authority (ASQA) will become the national regulator for Australia's vocational education and training sector – which includes organisations that provide courses and training for the RAC/Auto sector and RHL compliance. As well as a new national approach, promoting consistency to vocational education and training, the ASQA will increase the focus on high-risk training providers and will have more powers to effectively regulate the sector. This announcement should come as good news for compliant RAC/Auto technicians as it encourages professional training for people looking to enter the industry, and discourages the potential for sub-par courses which could reflect negatively on the sector at large.

# New Director for RAC licence scheme

Damien Hall is the new Director responsible for the refrigeration and air conditioning (RAC) licence scheme at the Department of Sustainability, Environment, Water, Population and Communities.

In recent times the responsibilities and workload within the Ozone and Synthetic Greenhouse Gas Section of the Department has grown exponentially and, as a result, Damien will primarily be focussing on domestic matters – including the RAC licence scheme administered by the ARC.

Damien has worked with the Department for six years, much of this time as the Director of the Hazardous Waste section. During this period Damien worked with a variety of industry stakeholders including RAC end-of-life businesses. Damien was also an Australian representative on the

legal and compliance committee for the Basel Convention – addressing cleaner production, hazardous waste minimisation and controls on the movement of wastes. Damien has a legal background with specialisations in environmental and international law.

"I am looking forward to working with the domestic RAC industry and continuing the progress of the licence scheme which supports over 68,000 licence and authorisation holders." Damien told CoolChange.

## Look for the Tick website – connecting customers with your business

The ARC run website – [www.lookforthetick.com.au](http://www.lookforthetick.com.au) – is proving to be a very valuable tool for consumers to connect with nationally licensed and authorised businesses with over 17,000 people using the ARC business search facility over summer.

The website provides useful information about the Refrigeration and Air Conditioning (RAC) Licence scheme and information on how consumers can properly manage their air conditioners and refrigeration systems. It also has a business and licence search facility that puts consumers in direct contact with nationally licensed/authorised businesses.

*The website had almost 30,000 visitors between December 2010 and March 2011, with over 17,000 of these visitors using the business search facility to locate and identify nationally licensed and authorised technicians.*

These results prove that the value of holding a Refrigerant Handling Licence or Refrigerant Trading Authorisation is more than just recognition of your ability to safely work with fluorocarbon refrigerants. It provides you and your business with new avenues to gain customers and the confidence that the ARC is working to promote the licence scheme so the "ARC Tick" remains a sign of professionalism and credibility.



## Ozone layer bouncing back – Licence scheme making a difference

In the last edition of Cool Change we reported on the announcement from the National Institute of Water and Atmospheric Research in NZ that the Antarctic ozone hole is the smallest it has been in the past five years. In May, this encouraging news was backed up by environmental scientists at Macquarie University in Sydney, who have produced data that suggests the Ozone Hole is now recovering.

Both findings are directly related to international initiatives such as the Montreal Protocol – which was the catalyst for the RAC licensing scheme. This is proof that the Licence scheme is working, and evidence that the RAC industry is making a difference.

# RHL entitlements – make sure you're working within your licence entitlements

There are a variety of Refrigerant Handling Licences (RHL) available through the ARC, with each licence having specific entitlements which determine what work the holder can perform.

With a busy renewal period coming up soon, now is a great time to reassess your current licence against the entitlements it allows. In the last 12-24 months you may have changed your services, or, you may be looking to branch out into different areas of the refrigeration and air conditioning industry and as a result, you may need to obtain a new type of RHL.

It is an offence under the Ozone Protection and Synthetic Greenhouse Gas Management Regulations 1995 to perform actions that are outside of your licence entitlements. The ramifications of this may result in a loss of licence and, consequently, an inability for you to perform these services. If you need information on additional training or help finding a Registered Training Organisation (RTO) in your area please see the ARC website [www.artick.org](http://www.artick.org) and the article on page 4 '**Find the right course and approved qualifications to get your RHL or upgrade your licence**'.

The below table outlines the various RHLs and the entitlements for each. This information is also available on the ARC website [www.artick.org](http://www.artick.org) or you can contact the ARC customer service team on **1300 88 44 83**.

Licence Name		Entitlement of Licence
Full Refrigeration and Air Conditioning Licence RAC01 (2 years)		To handle a refrigerant for any work in the refrigeration and air conditioning industry, other than the automotive industry.
Automotive Air Conditioning Licence AAC02 (2 years)		To handle a refrigerant for any work on air conditioning equipment fitted to the cabin of a motor vehicle.  If evidence of having completed Unit AURT422645A is not supplied, the licence will be issued restricting the holder to work other than Overhaul Air conditioning System Components.
Restricted Heat Pump (split system) Installation and Decommissioning Licence RSS03 (2 years)		To handle a refrigerant for the installation and decommissioning of any of the following: (a) a single-head split system air conditioner of less than 18 kW (b) a 2-part hot water heat pump of less than 18 kW (c) a 2-part swimming pool heat pump of less than 18 kW.
Restricted Domestic Refrigeration and Air Conditioning Appliance Licence RDR04 (2 years)		To handle a refrigerant for either or both of the following: (a) any work on domestic refrigeration or air conditioning equipment (b) any work on commercial stand-alone refrigeration equipment.
Trainee Licences	Trainee Licence TL000	To handle a refrigerant while undertaking training and/or assessment in a classroom setting and at your work place under supervision. The supervisor must be the holder of a licence that entitles them to engage in work for which the licensee is being trained. This licence is valid for the period of training, which can be up to one year.
	Trainee Classroom Licence CL100	To handle refrigerant in a classroom setting only. The licensee cannot handle refrigerant outside the classroom setting. This licence is valid for a period of training which can be up to 1 year.
Transitional Licences	Aviation Transitional Licence ATL05 (1 year)	To handle a refrigerant for any work undertaken on air conditioning equipment on aircraft.
	Marine Transitional Licence MTL06 (1 year)	To handle a refrigerant for any work on refrigeration or Air conditioning on vessels.  This does not apply to AMSA certified: Watchkeeper, Marine Engineer 1 & 2 when working on an AMSA vessel.
	Transport Refrigeration Transitional Licence TRT07 (1 year)	To handle a refrigerant for any work on mobile refrigeration systems other than air conditioning systems in the cabin of a motor vehicle.
	Refrigerant Recoverer Transitional Licence RRTL08 (1 Year)	To handle a refrigerant while recovering end of life or damaged equipment or prior to recharging with hydrocarbons.
	Refrigerant Handler Transitional Licence RHTL09 (1 Year)	To handle a refrigerant while decanting cylinders.



## Have you changed address?

To keep you informed of issues relevant to your profession, we need your correct mailing address. We respectfully request that you advise us of any changes to your contact details via email to [enquire@arctick.org](mailto:enquire@arctick.org)



## Prefer email?

If you would prefer to receive *CoolChange* via email, please email your details to [coolchange@arctick.org](mailto:coolchange@arctick.org)

# Non-compliant audits – don't put your RTA at risk

Imagine the strain on your business if you lost your ability to buy, store or dispose of refrigerant gas.

Unfortunately, for Refrigerant Trading Authorisation (RTA) holders who achieve a 'non-compliant' result during an ARC audit, and do not fix up the issues within 14 days, the risk of this happening is very real.

If an audit is non-compliant, the ARC supplies you with a list of the items that need to be addressed and provides you with 14 days to get back on track. If these areas are not fixed, the issue may be passed on to the Department of Sustainability, Environment, Water, Population and Communities for enforcement action.

Also, if you have not rectified the issues come renewal time, your reapplication will be denied until the issues are rectified.

More often than not, the reasons for a non-compliant assessment are easy to fix. The ARC auditors make it a priority to work with companies and people to help them comply with the law.

Just to ensure you are doing the right thing, take the time to visit the ARC website [www.arctick.org](http://www.arctick.org) and read over the information in the Audit section, or contact the ARC on **1300 88 44 83**.

## Find the right course and approved qualifications to get your RHL or upgrade your licence

The 'Training Courses' directory on the ARC website is an easy way to find the right courses and approved qualifications to obtain your Refrigerant Handling Licence (RHL) or upgrade your current licence.

There are a number of organisations in Australia which can provide training and certified qualifications for people looking to enter the refrigeration and air conditioning (RAC) sector or upgrade their existing licence. But the time it takes to research each option, find out if it is applicable to the RAC Licence scheme and work out who to contact can be restrictive.

The "Training" section of the ARC website is a one-stop-shop for all RAC/Auto air conditioning training needs relevant to obtaining an RHL. On the ARC website you will be able to find a Registered Training Organisation (RTO) that offers training, or Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC). If you qualify for RPL or RCC it means that you may not even need to do a course if your previous qualifications or work experience is sufficient for you to qualify.

The online search facility allows you to search for courses by:

- **Course Type** – RAC, Auto, Split or Domestic
- **Course Delivery** – Distance, Online, Face to Face
- **Location** – find the organisation and course nearest to you.

As some organisations only hold courses when demand dictates, the ARC can't guarantee that all courses listed will be available right away. However we would encourage you to discuss your situation with the training provider to see if a solution can be found.

Visit:

[www.arctick.org/training\\_organisation.php](http://www.arctick.org/training_organisation.php)

