



COOLCHANGE

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Driving customers to you

Results of the Australian Refrigeration Council's summer advertising campaign have been fantastic for you, with almost 80,000 consumers visiting the website www.lookforthetick.com.au between mid-October 2019 and the end of February 2020.

Connecting potential customers to authorised businesses and licensed technicians was the objective of the campaign. In addition, the campaign aimed to educate people on the benefits of using appropriately licensed technicians, and the damaging effects of CFC, HCFC and HFC refrigerants on the environment. Using cost-effective marketing strategies including search engine marketing, online advertising, Google AdWords and Facebook advertising, the campaign achieved results in the following key areas:

- Increased visits to www.lookforthetick.com.au for information on the refrigeration and air conditioning (RAC) industry permit scheme, and the importance of using appropriately licensed technicians and authorised businesses.
- Consumers used the refrigerant trading authorisation business directory to identify the RAC services they required and find authorised businesses in their area.
- Consumers used the refrigerant handling licence (RHL) check facility to check the status and type of RHL held by a technician.
- Increased downloads of information guides to help people looking to buy air conditioners/refrigerators or get their systems serviced, repaired or decommissioned (both automotive and stationary). The guides provide helpful tips and highlight the importance of checking that a technician has the right type of RHL.

Know
someone doing
the wrong thing?
Let us know

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RTA number = more business

Including your refrigerant trading authorisation (RTA) number in your advertising sets you apart and gives consumers confidence in your skills and knowledge. It is also a condition of holding a RTA.

The Australian Refrigeration Council invests in promoting licensed technicians and authorised businesses. Without highlighting your RTA number you may miss out.

RTA holders

It is mandatory for RTA holders to display their RTA number on any advertising promoting services permitted under the RTA and any invoices, receipts and quotes for work carried out under the RTA. Including your RTA number on advertising, invoices, receipts and quotes helps consumers with their decision to engage an authorised business who employs licensed technicians to carry out refrigeration and air conditioning services. This also ensures businesses that have a RTA can be easily separated from businesses that don't.

Include your RTA number on:

- radio and TV advertisements
- signage
- webpages and online advertisements
- print advertising
- invoices, receipts and quotes
- any other medium where you are offering or advertising services permitted under your RTA.



Refrigerant handling licence (RHL) holders

RHL holders not employed or hired by the holder of a RTA must include their RHL number on any invoices, receipts and quotes for work carried out under the licence.



Australian Government
Department of Agriculture,
Water and the Environment

Machinery of Government changes

From 1 February 2020, the Australian Government department responsible for administering the *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989* has changed to the Department of Agriculture, Water and the Environment – www.awe.gov.au (previously the Department of the Environment and Energy).

The Department of Agriculture, Water and the Environment is responsible for overseeing the administration of the refrigeration and air conditioning industry permit scheme under the Ozone Protection and Synthetic Greenhouse Gas legislation.

Key Ministers

- The Hon Sussan Ley MP, Minister for the Environment
- The Hon Trevor Evans MP, Assistant Minister for Waste Reduction and Environmental Management

Other departments of interest

- Department of Education, Skills and Employment for education and training policy matters – www.education.gov.au
- Department of Industry, Science, Energy and Resources for climate change, clean energy, energy ratings and business interaction with government – www.industry.gov.au

Short course provider shown the door

Trades College Australia (TCA) has been deregistered as a registered training organisation (RTO).

The Australian Refrigeration Council (ARC) worked with the training industry regulator, the Australian Skills Quality Authority (ASQA), regarding issues including the delivery of recognition of prior learning for refrigeration and air conditioning (RAC) courses hosted by TCA. Both Certificate II and Certificate III RAC courses were affected.

ASQA took action against TCA and, after numerous appeals, has cancelled their RTO status. To keep up-to-date with training issues visit www.asqa.gov.au.

To read more about recognition of prior learning see the article 'The recognition of prior learning (RPL) process' on page 5.

Know someone doing the wrong thing? Help us to help you

It's only fair that licensed technicians and authorised businesses who do the right thing are not let down by 'backyarders' who don't. In fact, it's the law. The Australian Refrigeration Council (ARC) and the Department of Agriculture, Water and the Environment rely on industry feedback when it comes to investigating potential breaches of the *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989* (the Act) and the *Ozone Protection and Synthetic Greenhouse Gas Management Regulations 1995* (the Regulations).

Under the Act and the Regulations, it is illegal to:

- Install, service or repair an air conditioner, fridge or freezer - or any other piece of refrigeration and air conditioning (RAC) equipment containing CFC, HFC or HCFC refrigerant - without an appropriate refrigerant handling licence (RHL) (Regulation 111) or work outside the scope of the RHL (Regulation 136).
- Hold a refrigerant trading authorisation (RTA) and conduct activities outside the conditions of the RTA (Regulation 142).
- Be a trainee RHL holder and undertake work on RAC equipment without the supervision of an appropriately licensed person (Regulation 136).
- Buy/acquire, possess/store or dispose/sell bulk refrigerant (other than halon) without a RTA (Regulation 112).
- Advertise refrigeration or air conditioning services without including a current RTA number (Regulation 141).
- Deliberately leak refrigerant (Section 45B of the Act).
- Top up leaking equipment or vehicles (Regulation 136). 'Topping up' means adding refrigerant to RAC systems before checking for, and fixing, any leaks.
- Recycle, dismantle or decommission RAC equipment without first recovering the refrigerant present in the system (Section 45B of the Act).
- Charge RAC equipment with a refrigerant that has a higher global warming potential (GWP) than the refrigerant the equipment was designed to use (Regulation 135, 1(B)(A) and Regulation 141, 1(B)(A)). For example, charging an automotive air conditioning system originally containing R1234yf (with a GWP of 1) with R134A (with a GWP of 1,430).
- Claim to have a permit when you do not (Regulation 113A).

Refrigerant for sale? eBay and Gumtree

Online trading platforms like e-Bay and Gumtree are used to sell refrigerant or RAC products and services. For refrigerants and RAC equipment and services regulated under the Act the following rules apply:

- All people or businesses selling bulk controlled substances – CFC, HCFC and HFC refrigerants – must hold a current RTA and display their RTA number on the advertisement.
- All people or businesses advertising RAC services must hold a current RTA and appropriate RHL and display their RTA number on the advertisement.
- Refrigerant must not be sold in non-refillable containers.



Note: These examples have been included to better illustrate the scenarios that might apply to the RAC industry, as they relate to the specific examples in the Regulations and the Act. To read the offences and penalties under the Act and the Regulations, visit www.arctick.org/information/legislation-regulation/.

If you notice someone doing the wrong thing visit the ARC website and lodge a complaint. Go to www.arctick.org/information/lodge-a-complaint/. It is important that accurate and credible information is provided to maximise the opportunity for a successful outcome.

For general questions regarding compliance with the RAC industry permit scheme, please email compliance@arctick.org.



Thumbs down to 'Topping Up'

'Topping up' means adding refrigerant to refrigeration and air conditioning (RAC) systems before checking for, and fixing, any leaks. This is not allowed under the Australian codes of practice for handling both stationary and automotive refrigerant systems.

'Topping up' and the refrigerant handling code of practice

The refrigerant handling code of practice (part one and part two) are best practice guidelines on handling refrigerant for individuals licensed through the RAC industry permit scheme. Following the code of practice is mandatory for permit holders and helps reduce emissions of ozone depleting substances and synthetic greenhouse gases to the atmosphere.

The Australian automotive code of practice 2008 states: 'The addition of refrigerant to an existing system charge to 'top up' must not be carried out.' (A.4.1).

The Refrigerant handling code of practice 2007 states: 'Users are advised that persons who service refrigeration and air conditioning equipment are required by legislation to observe this code of practice

and not to 'top up' systems known to be leaking or to service equipment unless it can be returned into service in a leak free condition.' (Part 1 – 10.3; Part 2 – page 27).

Copies of the codes of practice can be downloaded from the Australian Refrigeration Council website at www.arctick.org/refrigerant-handling-licence/codes-of-practice/.

Why 'topping up' is not allowed

'Topping up' is bad for the environment. If you haven't checked for, and repaired, leaks found in RAC systems, 'topping up' refrigerant runs the risk of releasing refrigerant to the atmosphere.

CFC, HCFC and HFC refrigerants are found in most domestic, commercial and automotive RAC systems. They are ozone depleting substances and synthetic greenhouse gases.

Streamlining e-applications – handy tips

Online applications for refrigerant trading authorisations (RTAs) and refrigerant handling licences (RHLs) make up 95 per cent of all applications received by the Australian Refrigeration Council (ARC). Using the online application facility is a quick and easy way to apply for or renew your permit.

Checks to undertake before you renew:

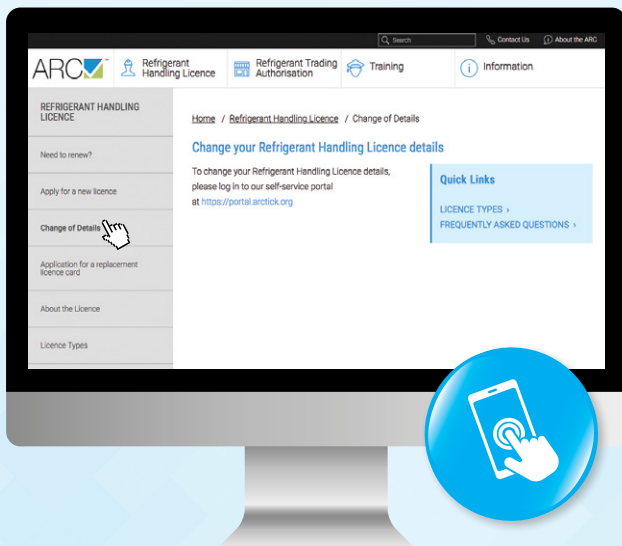
- Check to see that your permit hasn't expired. If it has, and you wish to continue to hold a permit, you have up to 6 months after expiry to renew.
- Check that your details are up-to-date on the ARC's self-service portal: name, address, email, phone etc. Visit www.arctick.org and go to the change your details section for RTA or the change of details section for RHL.

- For RTAs, check that the RHL holders listed against the RTA are current. Use the RHL check facility at www.lookforthetick.com.au/licence-check.
- If you hold a RTA and RHL, check that you are renewing the correct permit.
- For RTAs, check that there are no compliance issues pending from a permit condition check. This can hold up your renewal. If you are unsure, contact the ARC on **1300 884 483**.

Useful tips

- The online application/renewal facility should be used through Google Chrome or Firefox web browsers for optimal performance. It is also best to use a PC or laptop, not a mobile phone.
- Make sure there are no symbols in the business name, for example: &, * or @. Symbols can come up as errors on your application/renewal and cause delays.
- Set reminders for your permit expiry date(s). The ARC sends all permit holders renewal reminders 90 and 30 days prior to expiry. However, setting your own reminders is a great way to ensure you don't forget to renew your permit.

If you have any questions about applying for or renewing a permit, please contact the ARC Licensing and Customer Service Team on **1300 884 483** or enquire@arctick.org.





100,000 permit holders... and counting!

In late 2019 the number of refrigeration and air conditioning (RAC) industry permit holders reached 100,000, covering individuals and businesses in the automotive and stationary RAC sectors in Australia.

The RAC industry permit scheme has never been as strong. Michael Bennett, Chairperson of the Australian Refrigeration Council (ARC), said, "it's the hard work of industry, and the vital role RAC plays in the modern world, that has paved the way for this growth".

"The RAC industry is vital to modern life. Without it, surgery can't be performed, and supermarkets and laboratories won't function properly. Our industry also leads the way in environmental stewardship, with access to cutting-edge technologies. An ARC permit is underpinned by a sense of belonging to something bigger than the industry, providing a connection, meaning and identity," Mr Bennett said.

Technicians with the appropriate training and permits help Australia's environment by limiting and preventing emissions of ozone depleting substances and synthetic greenhouse gases to the atmosphere.



Permit Holders 2015-2020

The recognition of prior learning (RPL) process

If a person can demonstrate they have the relevant skills and/or experience, they can get a RPL assessment.

This is done against a qualification, without having to complete the full training and assessments. RPL is an assessment-only process that assesses the competency of an individual – competency which may have been acquired through formal, non-formal and/or informal learning.

The RPL assessment process requires the learner to submit a significant amount of evidence. Assessment of RPL evidence is technical and demanding because the assessor needs to review and align a range of evidence such as referee reports, resumes, photographic and documentary evidence and interviews with the learners, against all requirements of every competency in every unit of competency. The assessor also needs to verify that the evidence is authentic, reliable and sufficient. For a qualification that usually takes several years to complete, such as Certificate III in refrigeration and air conditioning, the documentary evidence for an adequately assessed RPL qualification would be hundreds of pages, which must be detailed and mapped across each unit of competency.

The training industry regulator, the Australian Skills Quality Authority expects that RPL is conducted with the same rigour as any other form of assessment. It should have a comprehensive quality process that covers the content (skills and knowledge) of the qualification being assessed. The evidence used to make a decision about competence must be valid, sufficient, authentic and current as stated in Standard 1.8 of the Standards for Registered Training Organisations (RTOs) 2015 with which the RTO must comply by law. The RTO should have a system, including policies and procedures, to support the decision-making process.

Examples of evidence that may be submitted by an individual applying for RPL for a Certificate III in refrigeration and air conditioning could include, but is not limited to:

- Resume of work history demonstrating skills and knowledge that are required by the qualification.
- Employer/referee references to verify work history, skills and knowledge.
- Certified certificates and documents to verify relevant activities listed in the resume.
- Time-stamped photos or videos demonstrating skills – ensuring the applicant can be seen in the evidence.
- Portfolio of tasks completed that can be verified.
- Mapping of the evidence to the skills and knowledge required by the unit of competency.
- Third-party verification report directly related to the skills and knowledge required by the unit of competency.
- Self-assessment checklist that is authenticated by the individual.
- Record of discussions with a teacher or trainer who has recommended the individual as a suitable candidate for RPL.

Cost Recovery Implementation Statement:
Ozone Protection and Synthetic
Greenhouse Gas Management Program

2018-19

Published 30 January 2020



Cost Recovery Implementation Statement (CRIS)

CRISs are detailed, informative guides published by Australian Government agencies to explain how they manage their cost recovered programs.

The former Department of the Environment and Energy (now Department of Agriculture, Water and the Environment) has published an updated edition of its CRIS for the Ozone Protection and Synthetic Greenhouse Gas Management Program.

Using confirmed expense and revenue details, this edition of the CRIS provides updated figures on actual revenue and expenditure (2015-16 to 2018-19), and financial projections for the next four years to 2022-23.

The CRIS is available from the Department's website at environment.gov.au/about-us/accountability-reporting/cost-recovery.

Your chance to contribute to world class research (and get paid!)

Refrigerant Reclaim Australia (RRA) is seeking your help to better understand what happens to refrigerant from split system air conditioners when they are replaced. Each time you help, RRA will pay you \$20!

It's quick and easy

RRA has developed an App to collect data on the brand, age, refrigerant type, installed charge and amount of gas recovered from split system air conditioners. Whenever you decommission or replace a split system air conditioner fill in the details on the App and RRA will send you \$20.

To download the App and register, visit:

For Apple phones

<https://apps.apple.com/us/app/refrigerant-recovery-survey/id1427058865?ls=1>

For Android phones

<https://play.google.com/store/apps/details?id=au.com.refrigerantreclaim.appphase2>

Want more information?

Contact: info@refrigerantreclaim.com.au

