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FOR IMMEDIATE RELEASE

ARC launches national pilot to strengthen industry education and support for RHL holders

The ARC has launched a national pilot, with support from the Department of Climate Change, Energy, the Environment and Water (DCCEEW). The pilot introduces independent field engagement visits for Refrigerant Handling Licence (RHL) holders, who are not affiliated with a Refrigerant Trading Authorisation (RTA).

The field engagement visits aim to provide practical education and on-site support for independent RHL holders.

ARC General Manager of Technical and Training Taha Taouti said the visits are designed to help licence holders better understand their obligations. This will improve refrigerant handling practices and build confidence in meeting licence conditions.

‘By focusing on education rather than compliance, the initiative aims to strengthen industry capability,’ Mr Taouti said.

‘Better refrigerant handling helps reduce avoidable emissions and supports positive environmental outcomes across the sector.’

The pilot builds on insights from industry survey conducted by DCCEEW earlier last year. Many licence holders asked for more education, guidance and direct engagement.

The program responds to this feedback by offering face-to-face support focused on real-world situations.

During a field engagement visit, ARC field officers will meet directly with licence holders to:

- answer questions about licence conditions
- clarify refrigerant handling requirements
- identify and resolve knowledge gaps
- share practical tips and best-practice guidance.

Field engagement visits will be delivered across Queensland, New South Wales, Victoria, and Western Australia. ARC will select independent RHL holders from the following licence categories:

- **RSS03** – restricted heat pump installations and decommissioning
- **RAC01** – full refrigeration and air conditioning
- **AAC02** – automotive air conditioning.

The visits will boost confidence and support technicians with clear and practical information.

‘Participants will also receive educational resources and have the opportunity to discuss industry standards and environmental responsibilities in a practical, supportive setting,’ said Mr Taouti.

‘This pilot initiative focuses on education, not enforcement. It encourages voluntary compliance through education and clear communication. The ARC encourages eligible RHL holders to take part and make the most of this opportunity for tailored, practical support.’

To learn more about the pilot, visit <https://arctick.org/refrigerant-handling-licence/field-education-and-engagement-program/>. You can also register your interest in the pilot, contact RHLProgram@arctick.org.

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