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FACTSHEET

Common application mistakes to avoid

Common application mistakes often occur while:

- responding to a request for further information
- applying for a trainee licence
- upgrading your trainee licence to a full licence.

These mistakes can lead to delays in approval, duplicate applications, payment and refund issues. This fact sheet explains these common issues and what you can do to avoid them.

1. Updating information or responding to request for further information (RFI)

After you submit an application, it is locked while it is being processed. This means you cannot edit or update it online. To provide additional information or respond to a request from ARC, do not start a new application; send the missing information or documents to the ARC team instead.

Common mistake:

- starting a new application.

What happens:

- multiple applications
- duplicate payments and refund issues.

How to avoid this:

Email any updates or additional information to enquire@arctick.org or call 1300 88 44 83.

Your application remains active for 120 days after your online submission; during this window, you can provide extra information to the ARC team without having to start a new application.

The team will assist you with the next steps in your application process.



2. Applying for the right trainee licence type

If you are still training or being assessed for a refrigeration and air conditioning qualification, you need a trainee licence. There are 2 trainee licence types.

- **Trainee licence (TL000):** A 12-month licence available to those undergoing training or assessment. The trainee must work under the supervision of a full licence holder who is authorised to perform the specific work the trainee is being trained for. To support the application, you must provide proof of enrolment in an applicable course and a signed supervisor declaration.
- **Classroom licence (CL000):** This licence permits refrigerant handling strictly within a classroom setting. The holder is not permitted to handle refrigerant outside of the classroom until they have obtained a full licence. Applicants must provide proof of enrolment in the applicable course.

Common mistake:

- applying for the incorrect licence type.

What happens:

- breach of conditions and penalties
- potential reapplication, leading to duplicate applications and payments
- refund issues.

How to avoid this:

Review all licence entitlements and permit conditions carefully to ensure you apply for the correct licence. For more detailed information regarding trainee requirements, please refer to the fact sheet: [Trainee refrigerant handling licences – what you need to know](#).

3. Upgrading to a full licence

Before you apply for a full licence such as the stationary (RAC01) or automotive (AAC02) refrigerant handling licence types, you must complete your full course and hold the right qualification for that licence type.

Common mistakes:

- not fully understanding the qualification requirements
- attempting to apply for a full licence without a course completion certificate or with only partial competencies/modules completed
- applying for a new licence instead of upgrading an existing trainee licence.

What happens:

- incomplete application leading to processing delays
- cancelled application if the course is incomplete and sufficient supporting documentation cannot be supplied
- refund issues.

How to avoid this:

Check the qualification requirements before you apply. Make sure you have all the required documents, including your course completion certificate and full academic transcript or statement of results. If you only provide evidence for some modules and not the full qualification, your application may be delayed or cancelled.

If you have these documents ready, make sure you go through the 'Apply to renew your licence' link to upgrade your licence. You do not need to do a brand-new application; the renewal process will allow you to upgrade your licence in step 2 of the renewal application by changing the licence category and type.

4. Adding a second licence

If you already hold any non-trainee ARctick licence and wish to add an additional licence type to your current licence, do not start a new application. Email your enquiry along with all required documentation as mentioned below directly to the ARC team.

- Full refrigerant handling licence - course completion certificate, academic transcript, statement of attainment
- Trainee refrigerant handling licence - proof of enrolment, supervisor declaration
- Restricted licence - statement of attainment, employer letter or statutory declaration
- Refrigerant recovery licences - statement of attainment, successful completion of knowledge and practical assessment.

For more information on licence types and documentation, visit <https://www.arctick.org/refrigerant-handling-licence/licence-types/>.

Common mistake:

- submitting a brand-new application.

What happens:

- creation of unnecessary applications
- duplicate payments and refund issues.

How to avoid this:

To add additional licences, please email your request and all supporting documents to enquire@arctick.org or call 1300 88 44 83.

**If you need help, contact the ARC team
at enquire@arctick.org or 1300 88 44 83.**