

Participant Handbook

ARA Retail Institute  
*Participant Handbook*



ARA  
Retail Institute

*Division of Australian Retailers Association*



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## Section 01: Welcome to ARA Retail Institute

The ARA Retail Institute welcomes you to your education program. We put the skills and knowledge needs of the retail industry at the core of our focus. We are proud to have had a high proportion of the industry positively impacted by our programs and will work hard to ensure that you too have a positive experience.

We recognise that learning is a life long journey and often we learn the most through hands-on experience. Therefore, we endeavour to ensure that your program is not only engaging and enjoyable but also, practical. Our role is to create an environment in which our participants will learn best and facilitate the program in a way that you can take from it the knowledge and skills you need to be competent in the qualification you are aiming to achieve.

We are confident that you will benefit from your program through the competencies that you will gain and through your engagement with others on your journey of learning.

Welcome and enjoy!

## Section 1.1 – About ARA Retail Institute

The Australian Retailers Association (ARA) has been the peak industry body representing Australia's \$240 billion retail sector which employs over 1.2 million people. The ARA ensures retail success by informing, protecting, advocating, educating and saving money for its 5,000 independent and national retail members throughout Australia.

The ARA Retail Institute is the leading national body providing for the education, consulting and professional development needs of the Australian retail industry. The ARA Retail Institute specializes in consulting and education on a broad range of topics, including: Retail Buying, Financials, Visual Merchandising, Marketing, Operations, and Sales and Service Strategy. The ARA Retail Institute houses a suite of both accredited and non-accredited training solutions; from the Diploma of Retail Management to customized in-house training programs. This suite provides a diverse and flexible range of education products to suit industry needs.

The ARA Retail Institute is committed to providing retailers with the skills and knowledge to develop the performance of their business and the talent that resides within. ARA Retail Institute programs and consulting sessions are designed and facilitated by industry leading specialists to ensure they are practical, current and relevant to the needs of the industry we represent.

## Section 1.2 – ARA Retail Institute Contact Details

### Office Details

<b>Office Address</b>	Level 1, 112 Wellington Parade East Melbourne 3002 – VIC Australia
<b>Phone</b>	1300 368 041
<b>Fax</b>	(03) 8660 3399
<b>Email</b>	training@retail.org.au
<b>Website</b>	<a href="http://www.retailinstitute.org.au">www.retailinstitute.org.au</a>

### Student Service Details

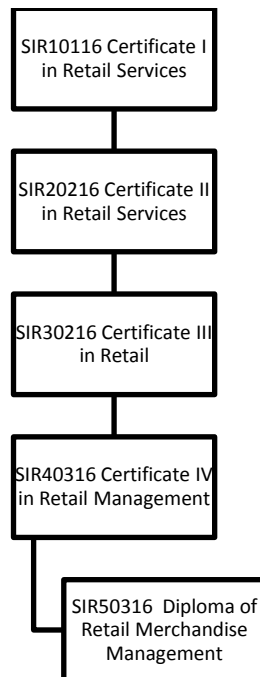
Contact Details	Contact Hours
Email: training@retail.org.au Phone: 1300 368 041 (Press 2 for Training and Education Program)	<b>Monday - Friday</b> 9:00AM - 5:00PM

## Section 2: Understanding Your Education Choices

ARA Retail Institute is committed to providing a positive and supportive learning environment as well as the highest quality in training and assessment. The delivery of specialised education programs within the Retail Institute is supported by the diversity of skills in our retail educators. With strong industry specialisations, the educators are equipped to both develop comprehensive resource kits and deliver engaging and entertaining learning experiences. We recognise our point of difference is the quality of our people and respect their skill set as a significant part of our clients' learning experiences.

The SIR Retail Training Package is nationally accredited across Australia and has been designed and developed to meet the needs of retailers and retail employees. The purpose of this is to practice and reinforce key work standards that are applied in the retail workplace. The skills and knowledge that you will develop are recognised across Australia and will enable you to obtain retail employment anywhere in the country. We have designed a program that will give you an opportunity to practice and develop your skills, using an assessment structure that is relevant to your needs and those of the retail workplace.

The following shows the pathways into and from qualifications that are possible with this Training Package:



## Section 2.1 – Enrolment

If you are a **Classroom Learning** participant:

Retail Ready Participants:

- Participants who are successful will be notified by ARA Program Manager during the Pre-screening session. They will be further briefed on the course structure, durations and practical placement components.
- A few days before the course commencement, ARA Program Manager will contact the participant's Employment Agency with the complete course details, containing:
  - Course Timetable (including class duration)
  - Course Venue
  - Course Trainer
  - Work Placement details (if it has been finalised)
  - What to bring, dress code, etc

The Employment Agency will distribute the course details to their respective participant in the most appropriate manner.

- If a participant is not able to attend a session, please notify ARA Retail Institute - Student Service or ARA Program Manager to secure your place in the course. Please note continuous absenteeism will be considered abandonment of the course.
- On the course commencement day, participant will be issued with a course workbook containing all course materials and information on how to access Student Service and Participant Handbook

Higher Qualification Participants:

- Prior to the enrolment, the student and/or their respective employer were provided email communication containing all the necessary information pertaining to the course to make informed decision.
- After the enrolment, a welcome email will be sent to each participant
- A week prior to each classroom session, a reminder email will be sent to each participant with all the details regarding the session such as:
  - Class Date and Duration
  - Class Venue
  - Class Trainer
  - What to bring, dress code, etc

If you are a **Work based** participant:

- Once a participant has enrolled into a training program, one of our Trainers will contact you and your employer to arrange for an induction visit to begin your training
- The assigned Trainer will also negotiate an individual training schedule with you and your employer depending on availability of all parties. Participant is also required to undertake Pre-Screening process (this includes Language, Literacy and Numeracy (LLN) test) as part of the pre- enrolment process.
- The assigned Trainer will visit a participant on a regular scheduled timing for training and assessment. During the life of your course, the assigned Trainer will provide participant with supports needed to help a participant navigate the content of the course as smoothly as possible. Your assigned Trainer can be contacted anytime within reasonable hours via email or phone.



- Participants will be issued login details to our e-learning platform where you can peruse all your course materials prior to your induction day
- On the course commencement day, participant will be issued with a course workbook containing all course materials and further information on how to access Student Service and Participant Handbook

## Section 2.2 – Unique Student Identifier (USI)

It is a requirement that all learners must provide a Unique Student Identifier (USI) to ARA Retail Institute before a Qualification or Statement of Attainment can be issued (unless a USI Exemption has been granted by the Department of Education and Training).

ARA Retail Institute will include provision for the USI on the Enrolment Form and encourage all participants to generate their own USI.

To obtain a USI, a participant can apply directly through the USI website ([www.usi.gov.au](http://www.usi.gov.au)).

### USI Exemption

A person with a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. To apply for an exemption, the participant must complete the Commonwealth Statutory Declaration Form found at: <https://www.usi.gov.au/documents/usi-statutory-declaration>

The participant must send it to the Registrar at the following address:

Student Identifiers Registrar  
C/- Department of Education and Training  
GPO Box 9880  
Canberra ACT 2601

*If a USI exemption is granted then the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.*

## Section 2.3 – Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Competencies may be obtained in various ways, including any combination of formal or informal training and education, work experience or general life experience. Typically, there are 2 (two) methods to achieve this competency, the first one is by Credit Transfer (CT) and second one is by Recognition of Prior Learning (RPL).

Recognition of Prior Learning (RPL) and Credit Transfer (CT) allow you to have your previous learning count towards your qualification. These processes place emphasis on the workplace application of attained knowledge and skills – not just how long spent in training or the amount of knowledge acquired in a formal learning environment.

**Recognition of Prior Learning (RPL)** means recognition of skills and knowledge gained through sources such as life experience, work experience and other related learning experiences. Through assessment of these previously unrecognised skills and knowledge, the ARA Retail Institute can determine what credit/formal education certification should/can count towards formal education.

The first step of this process asks that you provide as much information regarding your skills and experience as you can so that our qualified assessors can determine which units/subjects you can receive recognition for. This information could be:

- current resume
- work references
- photographs of actual work
- other documents that provide evidence of your skills

Once your eligibility has been determined, you will have an opportunity to discuss and identify your previous experience with your assessor who will understand your industry experience. The assessor may conduct a practical skills test at your workplace or at another suitable venue. This, again, is an opportunity to demonstrate your level of competence. This assessment will be focussed on skills that are required in the qualification. After completing the RPL process, the decision is provided to the participant.

**Credit Transfer (CT)** is an administrative process whereby credit for previous education or training in a similar field or topic is allocated towards a qualification. An RTO must recognise the Qualifications and Statements of Attainment issued by any other RTO. If the participant has previously obtained relevant and current qualifications which fulfil the requirements of the qualification training package rules, then they may be entitled to be issued the qualification.

To gain competency via credit transfer requires a **simple 3 step** process

1. **Application and Information Provision:** This step asks you to provide any copies of your relevant qualification, transcript and statement of attainment (if available) to ARA Retail Institute.
2. **Document Review:** ARA Retail Institute reviews the provided documentation against the packaging rules of the applied qualification.
3. **Decision:** ARA Retail Institute will provide the decision of the credit transfer application.

Note: Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all participants upon request.

## Section 2.4 – Language, Literacy and Numeracy (LLN) Needs

ARA Retail Institute recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all participants are individuals with different life experiences, literacy and numeracy skills vary.

As part of the enrolment process, participants will need to complete a language, literacy and numeracy (LLN) exercise which will be used to assess the LLN ability of the participant.

Once the LLN needs are identified, ARA Retail Institute may make some recommendations to support your study, or you may be referred to external support services.

We encourage participants with Language Literacy or Numeracy concerns to undertake training. A range of support services can be provided for the participant upon request.

*If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer.*

## Section 2.5 – Support Services

Being a participant is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at ARA Retail Institute will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

Whilst all staff employed by the RTO have the responsibility to provide support to all participants, the RTO shall nominate a 'Student Support Officer' who shall be available to all participants, on an appointment basis, through the standard RTO hours of business.

Participants can access the Student Support Officer directly or via the Student Management Department and an appointment will be organised as soon as practical.

Currently the role and responsibility of this 'Student Support Officer' is maintained by the person detailed below:





Name: Sandy Shen  
Phone: 03 8660 3340  
Email: [training@retail.org.au](mailto:training@retail.org.au)

The Student Support Officer can provide links to external sources of support where the staff at ARA Retail Institute are not qualified or it is in the participant's best interests to seek professional advice.

In the case of an emergency the participant must contact '000' via telephone to report the emergency to appropriate authorities.

#### Community Support Numbers:

- Kids Helpline, phone 1800 551 800 or [www.kidshelp.com.au](http://www.kidshelp.com.au)
- Lifeline, phone 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- Men's Line, phone 1300 789 978 or [www.menslineaus.org.au](http://www.menslineaus.org.au)
- Sexual Assault Crisis Line, phone 1800 806 292 or [www.sacl.com.au](http://www.sacl.com.au)
- Suicide Helpline, phone 1300 651 251 or [suicideline.org.au](http://suicideline.org.au)

#### Student Management Department Support:

- Enrolment queries
- Change of Personal Details
- Certificates/Academic Transcript request
- Graduation queries
- Learning systems difficulties (Moodle)
- Academic/Learning Difficulties
- Refund/Withdrawal
- RPL/ Credit Transfer
- Complaints/Grievances

For any student services support, please contact our **Student Management Department**

- 03 8660 3340 or [training@retail.org.au](mailto:training@retail.org.au)
- Hours of Availability: Monday – Friday 8.30am – 5.00pm

## **Section 2.6 – Non-Commencement, Withdrawals and Refunds**

### **Non-Commencement/ Withdrawals**

A participant may find themselves in a situation where they either do not commence or need to withdraw from a course of study that they had enrolled into.

The following information outlines the non-commencement and withdrawal process administered by the RTO:

- A participant must attend training by the commencement of Day-3 of a scheduled course to be considered 'commenced in a course'.



- A participant that is absent from training on Day-1 and Day-2 of a scheduled course will be recorded as a non-attendance. It is advised that the participant/ employer/Employment Agency inform the Trainer about the non-attendance [absence with reason].
- More than three days of continuous absence at the commencement of a course is considered abandonment of enrolment – unless ARA Retail Institute is advised in advance with reasonable circumstances.
- If a participant attends training for the first time on Day-4 of training, they will be exited from the program.
- Where the participant has commenced in a course, and then wishes to be withdrawn, the participant (or by proxy declaration by parent/ guardian, job active or other employment service provider) must complete a Withdrawal from Training Form and submit this to the Student Management Department for processing.

## Refunds

All applications for refunds must be made in writing by way of the 'Refund Application Form' and submitted to the Student Management Department. All applications will be processed within 15 working days from the date of application. Please note, if part of or your entire tuition fee was paid by your employer/Employment Agency, the appropriate amount will be refunded directly to them.

The assessment of refund applications shall be granted as indicated below:

Outline of Refund Arrangements – Retail Ready		
The RTO is unable to commence the course for which the original enrolment and payment has been made.		Full refund or alternative placement in a course
The RTO is unable to continue to deliver the course as agreed.		The refund will be proportional to: <ol style="list-style-type: none"> <li>1. The proportion of the course that has been completed or the amount of time since your course commenced</li> <li>2. The amount that have been paid to date</li> </ol>
Withdrawal prior to the agreed start date of the course		Full refund
Withdrawal after participant course commencement.  Note: A participant must attend training by the commencement of Day-3 of a scheduled course to be considered commenced in a course.	Participant has 3 days of continuous absence at the start of a course (this is considered abandonment and not commenced)	Full refund
	Participant withdraws on Day 3 of commencement of scheduled course (considered not commenced)	Full refund
	Participant withdraws on commencement of Day 4 of a scheduled course (considered commenced)	No refund (and note: and any outstanding fees associated with the enrolment are still payable)

\* Participants may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the participants' circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the RTO Manager and shall be assessed on a case by case situation.

Outline of Refund Arrangements – Classroom/Work-based	
The RTO is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course
The RTO is unable to continue to deliver the course as agreed.	Partial refund or alternative placement in a course The refund will be proportional to: <ol style="list-style-type: none"> <li>1. The proportion of the course that has been completed or the amount of time since your course commenced</li> <li>2. The amount that have been paid to date</li> </ol>

Withdrawal prior to the agreed start date of the course	Full refund
Withdrawal after participant course commencement.	No refund (This is applicable regardless of the course stage the participant is undertaking at the time of course withdrawal) and any outstanding fees associated with the enrolment are still payable.
If the enrolment is government funded and the funding is withdrawn or is reduced by the government:	Participant will be given the option to either: <input type="checkbox"/> <b>Continue the enrolment</b> – the remaining tuition fee will increase by the amount previously covered by funding, or <input type="checkbox"/> <b>Withdraw</b> – partial refund The refund will be proportional to: <ol style="list-style-type: none"> <li>1. The proportion of the course that has been completed or the amount of time since your course commenced</li> <li>2. The amount that have been paid to date</li> </ol>

*\*Student Services Manager is your first point of contact regarding withdrawal and refunds*

## Section 2.7 – Participant Fee Protection

ARA Retail Institute is implementing the following fee protection measure:

ARA Retail Institute will accept payment of no more than \$1,500 from each individual Participant prior to the commencement of the course. Following course commencement, ARA Retail Institute may require payment of additional fees in advance from the Participant, but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered does not exceed \$1,500.

Participant fees are also protected by ARA Retail Institute's fair and reasonable refund policy and procedure which is provided to Participants prior to enrolment. The conditions of the Refund Policy and Procedure are outlined in the Participant Information Handbook and are available by request.

## Section 2.6 – Privacy Statement

Some of the details that participant provide to us are personal information and or personal and sensitive information as defined by the Privacy Act 1988. In accordance with our Privacy Policy, we are committed to protecting the privacy and personal information of all of our participants. Except as required under the Standards for Registered Training Organisations 2015, Government Contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

We acknowledge and are committed to protecting your privacy, however failure to provide the information requested in this form and information required by the various State & Commonwealth Departments will result in ARA Retail Institute being unable to accept your enrolment and offer the proposed training to you.

The RTO Privacy Statement is listed in Appendix 1.



## Section 03: During Your Training

Training is not just about competency, but more importantly is enjoying the journey of the course itself. It is not uncommon that a set of rules and guidelines are created in order to retain the fun and respect elements within the training.

This section talks particularly about what is expected during the training and covers these topics:

- Classroom training guidelines
- Access and equity
- Work health and safety
- Training and Assessment
- Access to your progress record
- Grievance and complaints

### Section 3.1 – Classroom and Online Training Guidelines

During your training program, you will be participating in classroom training at the ARA Retail Institute or other designated training rooms. To ensure this training experience is positive and rewarding for everyone attending we provide guidelines below for attending the Institute. Please read them carefully and discuss any issues with your trainer.

#### Code of Conduct

Each participant enrolled in this program has the **right** to:

- Receive quality training consistent with national and state industry standards.
- Discuss any issue of concern with the trainer or your group manager
- Receive training in a supportive and constructive environment conducive to adult learning.
- Be treated with respect and integrity by fellow participants, trainers, assessors and group managers.
- Receive constructive feedback concerning performance.
- Participate and learn in an environment that is free from discrimination.

Each participant enrolled in this program has the **responsibility** to:

- Participate and interact constructively and consistently during all activities associated with the program.
- Be responsible for your own learning.
- Display appropriate conduct.
- Submit and complete all assignments by the required due date.
- Attend all sessions and be punctual at all times.
- Notify the ARA Retail Institute if unable to attend any activity.

#### Netiquette Guidelines

In an online environment, it is not possible for others to read your body language, tone of voice, or facial expressions. Therefore, a special set of rules has emerged for online communications, called Netiquette.

Here are some basic Netiquette rules that should be followed:

- Never give your user ID or password to another person.



- Sometimes a good way of entering a discussion board or chat is to briefly introduce yourself.
- Don't be afraid to ask questions within the course discussion group, or to share what you know. It's especially considerate to share the answers to your questions with others. Also, if you've researched a topic that you think would be of interest to others, summarise it and post it to the group.
- Cite all quotes, references and sources and respect copyright and license agreements
- Before posting to a discussion board, you should read prior messages to get a sense of the flow and language of the discussion.
- If you do post a different view point, first acknowledge what someone else has said. If you disagree with someone, it is better to start a message by briefly restating what the other person has said in your own words. This lets the other person know that you are trying to understand him/her.
- Always title your messages. Be sure the subject line reflects the topic of discussion. Do not auto-reply and start a new thread leaving the old subject line in the header.
- Always check your spelling before posting a message to a discussion board. It will be the first impression you may make on someone, so it is important that your message be free of spelling errors. However, if you are using the chatroom, correct spelling would be nice but as important, as the conversation goes much faster.
- Keep your questions and comments relevant to the topic of the discussion. If another person posts a comment or question that is off the subject, do NOT reply to the discussion board. If you want to reply, do so in a private e-mail directly to the original poster.
- Do not use ALL CAPS. It gives the impression that you are shouting. Capitalize words only to highlight an important point or to distinguish a title or heading. \*Asterisks\* surrounding a word can also be used to make a stronger point. Keep paragraphs and messages short and to the point.
- When presenting a controversial point of view, state whose view it is. For example, if it is your opinion, you can begin with "in my experience...." or "IMHO..." (in my humble opinion). If it is the view of someone else, you can begin with "according to NAEYC...", or "the president's view is...."
- When you post or e-mail a question, make it as easy as possible for others to understand what you ask so they can help you. Make sure your question is clear and specific, and provide as much information as possible. Also, make sure that you later check replies to your question and answer to them if necessary.
- Treat the others on the discussion board in a polite and respectful manner. Never mail or post anything you wouldn't say to your reader's face. Adhere to the same standards of behaviour online that you follow in real life.
- Try to stay calm and do not get offended easily. If you feel the need to send an angry message, take a break. If you write the message out, do not send it immediately. Save it. Then, look at it later and try to rewrite it with a milder tone.
- When quoting another person, edit out whatever isn't directly applicable to your reply. Do not quote the entire body of messages you are replying to when it isn't necessary. Take the time to edit any quotations down to the minimum necessary to provide the context for your reply.
- E-mail messages should be considered private and not shared with others or quoted without permission.
- Be careful about posting late at night or any time you are tired, sick, or having a terrible day. Your judgment may not be at its best during those times.
- When in doubt, postpone sending your message until you feel better!

## Punctuality and Absenteeism

Please arrive for training 10 minutes before your program commences. Your commitment to the program is required for it to be a successful experience for everyone involved. It is also vital that you are on time when returning from lunch or coffee breaks.

To receive the greatest benefit from the program, it is very important that you attend all training sessions. If you are going to be late or absent from the program for any unforeseen circumstance, please contact the ARA Retail Institute as soon as possible and ensure you communicate your absence with your employer.

Many programs require participants to attend a specific number of training hours in order to meet the program requirement. Extended absence from the program may result in you being unable to qualify and receive your certificate. It will be your responsibility to ensure you complete any missed assignments and assessments due to absence. Your group manager will be only too happy to assist you.

## Mobile phone and personal belongings

All mobile phones must be switched off while participating in training/program activities. Please discuss any special exemption from this policy with your trainer. Additional electronic equipment is prohibited from being used in training rooms at all times.

Please do not leave any personal items in the training rooms during breaks or at the end of the day. The ARA Retail Institute will not accept responsibility for any personal items lost if left unattended in the training rooms.

## Classroom housekeeping

The training rooms are to be left tidy at the end of each day. Please place your rubbish in the bins provided and tidy your workspace before leaving.

## Smoking

Smoking is not permitted in any training facility. Please also refrain from smoking directly outside the front entrance. As the front entrance provides access to the building for all tenants and visitors, please do not congregate in this area.

## Section 3.2 – Access and Equity

All ARA Retail Institute staff will adhere to the principles and practices of equity in education and training; they will treat every participant fairly and without discrimination. ARA Retail Institute has procedures in place to ensure any participant concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals Policy & Procedure).

ARA Retail Institute acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Human Rights Commission Act 1986 (Cth)
- The Age Discrimination Act 2004 (Cth)
- The Disability Discrimination Act 1992 (Cth)
- The Racial Discrimination Act 1975 (Cth)
- The Sex Discrimination Act 1984 (Cth)
- The Privacy Act 1988 (Cth)

All legislation can be accessed at: [www.comlaw.gov.au](http://www.comlaw.gov.au)

ARA Retail Institute fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all participants regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All ARA Retail Institute staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with participants and other staff.

In keeping with the philosophy of the organisation ARA Retail Institute aims to ensure access to its services, giving special assistance and consideration to members of the community who are disadvantaged. All services, programs and processes undertaken by the Institute will be guided by the following key principles:

- The environment within ARA Retail Institute and our programs shall be free of discrimination and harassment.
- People should not experience barriers to access and participation.
- Service provision will reflect sensitivity, relevance and awareness of the needs of the community.
- There will be a fair allocation of resources based on need, without compromising other participants.
- All participants have the right to express views without suffering prejudice.

## Section 3.3 – Workplace Health and Safety

### Safety and accident prevention

ARA Retail Institute is committed to providing a safe environment for all clients, employees and visitors. First Aid Kits are located at all venues.

Trainers will actively take steps to identify hazards that could cause harm to participants in the learning environment. Where possible, the trainers will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

Where practicable, participants must take responsibility for their own health and safety and that of their fellow participants, or employees. This means participants must follow all safety rules, procedures and the instructions of their trainer while attending a training session.

Please notify your Trainer or other ARA employees of any safety hazard that may be noticed by you or others. Never endanger yourself or others in any circumstance.

Please ask your trainer who the trained person/First Aid Officer is for your information.

### In case of accident

If a fellow participant/Trainer, client or employee has an accident in your presence:

- Do not move the injured person unless they are in danger of further injury.
- Be empathetic, demonstrate your concern and remain calm to assist in reducing shock or hysteria.
- Call for assistance or first aid if necessary.
- Take careful note of the circumstances surrounding the accident.
- Do not admit responsibility for the accident – remain neutral.
- Report details to your immediate supervisor/manager/Trainer whether there are obvious injuries or not.
- If possible, take steps to avoid repetition of the accident if it is safe to do so.

### Fire / emergency evacuation

Fire / emergency evacuation procedures will vary from one venue / workplace to another. Please ensure that you are familiar with the relevant fire / emergency evacuation procedure where the training is undertaken.





## Section 3.4 – Training and Assessment

### Competency-Based Training and Assessment Process

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work based) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require participants to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

Where a participant has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they are to be allowed to re-sit the test/or have a re-assessment. If they are deemed NYC for a second and third time they are to re-enrol into that unit/ subject. This will include re-training and therefore a re-enrolment fee for the unit in question.

### Plagiarism and copyright

Participants at ARA Retail Institute are expected to maintain the highest standards of academic conduct. We know that most participants conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct.

#### **Plagiarism:**

*It is the act of presenting another person's work as your own, and failing to acknowledge that the thought, ideas or writings are of another person (be it a current or previous participant, relative, workmate or published author)*

*Specifically, it occurs when:*

- *other people's work and/or ideas are paraphrased and presented without a reference;*
- *other participants' work is copied or partly copied;*
- *phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;*

#### **Cheating:**

*To act dishonestly or unfairly in connection to an assessment conducted by the RTO.*

To avoid plagiarism and/ or cheating and its penalties, participants are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own

Trainers and Assessors will check participants' work for any plagiarised content or cheating that has occurred. Please uphold the integrity of the RTO and avoid cheating or plagiarising.

Penalties that may apply include:

- No result for assessment.
- Re-assessment using a different form of assessment, conducted outside training time.
- Information about misconduct to be passed onto your employer

## Section 3.5 – Access to Your Progress Record

Access by participants to their personal records is available upon request to the Student Management Department. Participants may contact the Student Management Department to discuss a suitable time to view their file and access will only be granted once a participant can confirm their identification.

Participant Access to the file will be granted only once written notification is received and the Student Management Department has validated the participant's identification.

Access shall be provided within 2 days of confirming the participant's identification.

## Section 3.6 – Complaints and Appeals

Participants have access to ARA Retail Institutes' complaints and appeals process. The Complaints and Appeals Policy and Procedure ensures that fair and equitable processes are implemented for any complaints or appeals against ARA Retail Institute.

The definition for a complaint and an appeal are as follows:

**Complaint:** Initial notification of your dissatisfaction or an issue that has occurred

**Appeal:** Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Participants are able to submit a formal complaint to ARA Retail Institute relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc). This can be submitted to the Student Management Department or directly to the Student Service Manager. All complaints are handled with confidence and are reviewed by the RTO Manager.

A participant may also appeal a decision made by ARA Retail Institute in regard to an assessment outcome. Where a participant feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form. Participants must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

Please note: Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless otherwise authorised.

All participants have access to the Complaints and Appeals Policy and Procedure (Appendix 1) and the Complaints and Appeals Form (Appendix 2) which are listed as Appendixes to this Participant Information Handbook, and copies can also be produced by the Student Management Department at any time upon request.

Please read the Appendixes 1 and 2 for more details about the complaints and appeals process.



## Section 04: Completion of Your Training

The end of training is the start of an opportunity to apply the acquired skills and knowledge. It is one happy moment where we can say "I am ready" for the new challenge.

This special occasion is usually indicated with:

- Receiving qualifications or statement of attainment
- Provision of feedback and evaluation

### Section 4.1 – Qualification and Statement of Attainment

All participants will be issued with a Certificate within 30 days of completion of their course provided that the participant has successfully completed all required assessment tasks, full payment of fees has been received by the RTO, and the participant has a USI number (unless a USI exemption applies for the participant).

If you are unable to complete all of the required units for a Certificate you will receive a Statement of Attainment detailing the units that you have successfully completed. These are a record of what you have achieved so far and can contribute to further retail training you may undertake in the future.

In some cases, Certificates/ Statements of Attainment will be sent to your employer/employment agency for their distribution.

Please note: For re-issuance of Certificates and Statements of Attainments the participant will be charged \$25.00 per document required. Payment for the re-issuance of such documents is required prior to the re-issuance occurring by the RTO.

### Section 4.2 – Feedback and Evaluation

We value your feedback and evaluation of the session and the course you are attending. The feedback and evaluation enables us to provide quality training and a supportive environment.

Participants are encouraged to bring any issues of concern they may have to the attention of appropriate staff as soon as possible. This ensures the ability for the RTO to address any immediate areas of concern.

Feedback shall be gained from the participant at various points throughout the program at an informal level.

The RTO shall also conduct formal feedback on two (2) occasions throughout the participant's course (midpoint and completion):

#### Midpoint Feedback:

At the midpoint of a participant's course of study, the participant will be asked to complete a 'Midpoint Feedback Survey'. This allows the RTO to ensure that the participant is satisfied with the services that the RTO is providing and that they are receiving the services outlined in their enrolment information.

The Midpoint Feedback Form will be administered by the Student Management Department and the relevant Trainer / Assessor. Completed surveys will be collected by the relevant Trainer/ Assessor.

A summary of the feedback collected is to be presented for review through the RTO Meetings where required action can be determined.

#### Completion Feedback:

Participants are also asked to complete a 'Learner Questionnaire' upon completion of their course of study. This will be administered online.

Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to participants.



## Appendix 1: RTO Privacy Statement

ARA Retail Institute is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information.

This statement only applies to personal information maintained by ARA Retail Institute and does not provide any advice on how data will be maintained or used by Government Agencies that have access to this data. You are advised to contact the relevant government agency for a copy of their privacy policy.

The use of the words 'we' and 'us' in this document refer to ARA Retail Institute.

### Your Personal Information

In order to provide you with training, employment and associated services, we may need to collect personal information such as your name, address, work history, qualifications, Medicare details, Passport details, etc.

If you decline to provide your personal information, ARA Retail Institute may not be able to:

- Provide the product or service you requested, or
- Enter into a business relationship with you.

### Collection of personal information

Personal information will only be collected in relation to the provision of training services and the operation of the Registered Training Organisation.

Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies. We may also need to collect relevant personal information from other third parties with or without your direct involvement or consent, such as an employer however this will not include sensitive information.

### Use and disclosure

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes of operating the Registered Training Organisation.

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (verbal or written)
- it is authorised or required by law, or necessary for enforcement of law
- it will protect the rights, property or personal safety of another person
- the assets and operations of the RTO business are transferred

### Access to personal information

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact the Student Management Department in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification in person to view the information.



### **Storage & Security**

We will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access
- storing paper-based documents securely on our premises

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

### **Resolving privacy concerns**

If you wish to raise a concern about a privacy matter you should contact the Student Management Department.

## Appendix 2: Complaints and Appeals – Policy and Procedures

### 1. Policy

This policy/procedure supports the RTO to provide a process for complaints and appeals to be heard and actioned. This includes any allegations involving the conduct of

- the RTO, its trainers, assessors or other staff;
- a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or
- a learner of the RTO

All complaints and appeals received by ARA Retail Institute will be viewed as an opportunity for improvement.

Despite all efforts of ARA Retail Institute to provide satisfactory services to its participants and clients, complaints may occasionally arise that require formal resolution. The following procedures provide participants and clients the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the participant or client (unless referred to a third party; see procedure for more details).

### 2. Procedure

The complaints and appeals policy and procedure and applicable form is made available to all participants, potential participants, and clients by directly contacting the RTO, through the RTO's website, and within the Participant Information Handbook.

#### 2.1 General Complaints

Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the complainant's issue. Any staff member can be involved in this informal process to resolve issues but once a complainant has placed a formal complaint / appeal the following procedures must be followed:

- Any participant, potential participant, or third party may submit a formal complaint to ARA Retail Institute with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process.
- Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the RTO Manager.
- Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. This form can be gained by contacting the Student Management Department at the RTO, or through the RTO website.
- All formally submitted complaints or appeals are submitted to the Student Service Manager. Complaints are to include the following information:
  - Submission date of complaint
  - Name of complainant
  - Nature of complaint
  - Date of the event which lead to the complaint
  - Attachments (if applicable)

- Once a formal complaint is received it is to be entered into the 'Complaints and Appeals Register' which is monitored by the RTO Manager regularly. The information to be contained and updated within the register is as follows:
  - Submission date of complaint
  - Name of complainant
  - Description of complaint / appeal
  - Determined Resolution
  - Date of Resolution
- The complainant shall be notified in writing that their complaint has been received and registered with the RTO.
- A complainant may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times.
- The RTO Manager shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
- As part of the process of investigating the complaint the RTO Manager shall ensure the principles of natural justice and procedural fairness are maintained at all times. This includes informing and involving all parties involved in the allegations or cause for the complaint. There will be opportunities provided to all parties to provide their version of the event(s) or action(s) that have caused the complaint. The collection of information and details regarding the complaint will be conducted in a manner that ensures the privacy and confidentiality of all parties involved.
- To ensure the fairness of the complaints system, the complaints resolution process (investigation and determining outcomes of a complaint) must be completed by a person independent of the complaint. In other words where the complaint is in relation to a Director or the RTO Managers actions, the complaint shall be referred immediately to the external and independent mediator listed below.
- In the unlikely event that the complaint is not finalised within 60 calendar days, the RTO shall ensure that the complainant shall be provided reasons for the delay and will be regularly kept informed and updated of the progress of the matter.
- Once a decision has been reached the RTO Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the complainant shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal. Complainants are referred to the appeals procedure.
- The RTO Manager shall ensure that the RTO will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, the registered provider must immediately implement any decision and/or corrective and preventative action that is required, and advise the complainant of the outcome.
- Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' by the Student Service Manager and on the participant's file / complainant's file.

## 2.2 Appealing a Decision

All complainants have the right to appeal decisions made by the ARA Retail Institute where reasonable grounds can be established. The areas in which a complainant may appeal a decision made by ARA Retail Institute may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the participant's enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by ARA Retail Institute in the first instance.



- To activate the appeal process, the complainant is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the complainant feels the decision is unfair is to be clearly explained and help and support with this process can be gained from the Student Management Department.
- The complainant shall be notified in writing that their appeal has been received and registered with the RTO.
- The RTO Manager shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- The RTO Manager shall ensure that ARA Retail Institute acts on any substantiated appeal.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

### **General appeals**

- Where a complainant has appealed a decision or outcome of a formal complaint they are required to notify ARA Retail Institute in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through the Student Service Manager and they shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'.
- The RTO Manager shall be notified and shall seek details regarding the initial documentation of the complaint and shall decide based on the grounds of the appeal.
- The complainant shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The complainant shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The complainant is required to notify ARA Retail Institute if they wish to proceed with the external appeals process.

### **Assessment appeals**

- Where a participant wishes to appeal an assessment, they are required to notify their Trainer & Assessor in the first instance. Where appropriate the Trainer & Assessor may decide to re-assess the participant to ensure a fair and equitable decision is gained. The Trainer & Assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- If this is still not to the participant's satisfaction, the participant shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with Student Management Department and the appeal shall be entered to the 'Complaints and Appeals Register.'
- The RTO Manager shall be notified and shall seek details from the Trainer & Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating whether the decision stands or a possible re-assessment by a 'third party'. The third party shall be another Trainer & Assessor appointed by ARA Retail Institute.
- The participant shall be notified in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated. The participant shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The participant is required to notify ARA Retail Institute if they wish to proceed with the external appeals process.

### **2.3 External (Independent) Appeals:**

In addition to the above internal processes, if the processes fail to resolve the complaint or appeal, or the complainant or appellant is still dissatisfied with the decision of the RTO, an application with an independent and external dispute resolution body can be submitted to allow for any decisions made by the RTO in relation to the complaints and / or appeals process to be reviewed independently of the RTO. (See below for contact details).



It should also be noted that any complaints about a Director or the RTO Manager will automatically be dealt with by this external and independent mediator in the first instance of the complaint being received.

Where the RTO is informed that the participant has accessed external appeals processes:

- The RTO will maintain a participant's enrolment until the external appeal process is finalised.
- The RTO will comply with the findings of the external appeals process.
- Where a decision or outcome is in favour of the complainant, ARA Retail Institute shall follow the required action and recommendation from the relevant external appeals organisation to satisfy the student's grievance as soon as practicable.  
The decision of the independent mediator is final and any further action the participant wishes to take is outside the RTO's policies and procedures. The participant shall be referred to the appropriate government agencies and this information can be gained from the Director.
- All records and correspondence in relation to an external appeal shall be maintained with the initial complaint and internal appeal documentation within the 'Complaints and Appeals Register' and the participant file for a minimum of 5 years.

#### Independent Mediator:

##### **Victorian Participants:**

**The Dispute Settlement Centre of Victoria (DSCV)** is a free dispute resolution and mediation service funded by the Victorian Government and may be able to assist to resolve any outstanding complaint or issue with the complaint handling process. Further details and office locations for this service are available from <http://www.disputes.vic.gov.au/>

##### **New South Wales Participants:**

**Community Justice Centres (CJC)** is a free dispute resolution service funded by the New South Wales Government. Further details and office locations for this service are available from <http://www.cjc.justice.nsw.gov.au/>

##### **Queensland Participants:**

The Queensland Government has **Dispute Resolution Centres** available to provide mediation services. In most cases it is free to take part in mediation. Further details and office locations for this service are available from <https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/settling-disputes-out-of-court/mediation/>

##### **South Australian Participants:**

**Mediation SA** is funded by the South Australian Attorney General's Department and may be able to assist people with disputes. Mediation services are provided free of charge. Further details can be found at: <http://mediationsa.org.au/>

##### **Western Australian Participants:**

Legal Aid Western Australia has a listing of mediation services:

<https://www.legalaid.wa.gov.au/InformationAboutTheLaw/legalproblem/Disputeresolution/Pages/MediationDisputeresolution.aspx>

##### **Tasmanian Participants:**

The Legal Aid Commission of Tasmania has a listing of mediation services: <http://www.legalaid.tas.gov.au/referral-list/listing/resolve-dispute-management>

### Further information

If, after the RTO's internal complaints and appeals processes have been completed, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the online complaint form. To submit the complaint participants will need to register an account via ASQAnet:

<https://asqanet.asqa.gov.au/Account/Login?ReturnUrl=%2F>

Except in exceptional circumstances, you must attach evidence to your complaint form showing:

- that you have followed your RTO's formal complaints procedure, and
- the RTO's response.

ASQA's processes require you to identify yourself to ASQA as a complainant, although you may request that your identity is kept confidential throughout any investigation that ASQA undertakes.

### National Training Complaints Hotline

Alternatively participants are able to contact the **National Training Complaints Hotline** which is designed to protect the interests of participants and employers. The contact details are as follows:

Website: <https://www.education.gov.au/NTCH>

Phone: 13 38 73

Participants are also able to submit their complaint via email following the process described at

<https://www.education.gov.au/email-complaints>

## 2.4 Preventative and Corrective Action

If the internal or any external complaint handling or appeal processes result in a decision that supports the complainant, ARA Retail Institute will immediately implement any decision and/or corrective and preventative action that is required, and advise the complainant, and all involved in the matter, of the outcome.

In all cases where a complaint, internal appeal, or external appeal is submitted results in any type of corrective action to be taken by the RTO, details of the complaint and / or appeal shall be reviewed to ensure that steps are taken to eliminate or mitigate the likelihood of recurrence.

In addition, the complaints and appeals register shall be monitored by the RTO Manager to ensure that all complaints and appeals submitted, regardless of the outcome, are able to be monitored and reviewed to ensure appropriate steps and actions are identified to prevent recurrence.

The details of the complaint and resulting outcome(s) shall be reviewed as part of the RTO's next management meeting with the purpose of identifying the potential causes of the initial complaint. The RTO will then determine appropriate steps to be taken to remove the potential issue arising again in the future. Where the complaint has arisen due to any employee or participant actions, appropriate mechanisms shall be implemented to ensure appropriate education is provided to prevent recurrence of potential issues.



## Appendix 3: Complaints and Appeals Form

The following is a cover sheet to support your complaint/ appeal. It is to outline your complaint / appeal and you are to attach any supporting documentation.

### Definition:

**Complaint:** an action taken by a participant or rectification of an issue in response to their dissatisfaction with any aspect of the operations of ARA Retail Institute.

**Appeal:** an action by a participant to request a re-evaluation of the assessment conducted or decision that has been made by ARA Retail Institute after a complaint has been dealt with.

Participant Details	
Full Name	
Address	
Contact No	
Email Address	
Course ID - Title	

Complaint or Appeal details		
I wish to lodge	<input type="checkbox"/> Complaint	<input type="checkbox"/> Appeal
Date involved (If applicable)		
Describe your complaint or decision to appeal		
Describe any effort(s) you have made to resolve the issue		
Describe any effort(s) ARA Retail Institute have made to resolve the issue		
What's your expectation as the solution(s) of this situation		
Signature		
Date		

Please send / email this form to **ARA Retail Institute – Student Management Department** ([training@retail.org.au](mailto:training@retail.org.au))



**RTO Section:**

RTO Personnel who received this document in the first instance:	Title:	
	Name:	
	Signature:	
	Date:	
RTO Manager to complete:	Date received:	
	Name:	
	Signature:	