ARC Retail Institute

Participant Handbook

arc RETAIL INSTITUTE

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Section 01: Welcome to ARC Retail Institute

The ARC 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 lifelong journey and that we often 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 to facilitate the program in a way that you can take away 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 ARC Retail Institute

The ARC Retail Institute is a subsidiary and an established Registered Training Organisation (ID 4049).

The ARC Retail Institute is the leading national body providing for the education, consulting and professional development needs of the Australian retail industry. The Retail Institute has a proven record in delivering customised accredited and non-accredited in-house training courses nationally and internationally.

The ARC 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. ARC 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 – ARC Retail Institute Contact Details

Office Details

Office Addresses	**Sydney** – Suite 03, Level 29, St Martins Tower 31 Market Street Sydney 2000 **Melbourne** - Level 18, 1 Nicholson Street East Melbourne 3002
Phone	1300 368 041
Email	training@retail.org.au
Website	www.retail.org.au

Student Service Details

Contact Details	Contact Hours
Email: training@retail.org.au Phone: 1300 368 041 *(Press 3 for Training and Education/ARC Retail Institute)*	**Monday - Friday** 8.30AM - 5:00PM (Melbourne time)

Section 2: Understanding Your Education Choices

ARC 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 sets 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.

No pre-requisites are required for entering the Certificate I or II in Retail Services, or for entering the Certificate III in Retail. However, any of these three qualifications may be more or less suited for you depending on your current skills and experience. Following successful completion of the Certificate III, you may then go on to study the Certificate IV in Retail Management. Likewise, from here, you will then meet the pre-requisites to study the Diploma of Retail Merchandise Management.

The following chart shows the pathways into and from qualifications that are possible with this Training Package, as offered by ARC Retail Institute. For the most up-to-date information regarding the SIR Retail Training Package, please refer to training.gov.au.

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┌─────────────────────┐
│ SIR10116 Certificate I in │
│    Retail Services   │
└─────────────────────┘

┌─────────────────────┐   ┌─────────────────────┐   ┌─────────────────────┐
│ SIR30216 Certificate III in │───│ SIR40316 Certificate IV in │───│ SIR50317 Diploma of Retail │
│        Retail        │   │   Retail Management   │   │ Merchandise Management │
└─────────────────────┘   └─────────────────────┘   └─────────────────────┘

┌─────────────────────┐
│ SIR20216 Certificate II in │
│    Retail Services   │
└─────────────────────┘
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Section 2.1 – Enrolment

Though the ARC Retail Institute offers courses through various delivery methods and in co-ordination with many different organisations and venues, the enrolment process remains largely the same. Please read the below for a summary of the enrolment and induction process.

- Prospective participants are informed about the course on offer, its schedule, structure, practical components, requirements and expectations.

    o This can be through a variety of methods, such as an information session, via a partner employer, an advertisement, or the ARC website.

- Interested participants then complete the course's online Enrolment Form, provided via a link and/or QR code.

    o Should any important details and/or documents be missing from the participant's Enrolment Form, the Student Management staff will send the participant an email requesting these items alongside a provided timeframe.

    o Please ensure that all email respondence from the Student Management Department is read and responded to, when prompted.

- Likewise, participants also complete an online Pre-Screening and Language, Literacy, Numeracy and Digital questionnaire (LLND), also provided through the above methods.

- Upon receipt of the above, the Student Management team will process the enrolment and determine eligibility for the course and any state government subsidies (if applicable).

- The Project Manager advises the applicants of the outcome.

- Successful applicants are fully enrolled into the ARCRI's Student Management System and Learner Management System.

- A few days prior to course commencement, participants are emailed a Welcome letter containing course details, including the following:

    o Course start date

    o Class schedule and times

    o Course trainer

    o Course location and venue

    o Participant Handbook

    o Moodle (LMS) login details

- On the first day of class, the trainer will further introduce participants to the course, provide an overview of Moodle and where to find course materials and assessments.

    o If the class is presented in person, laptops will be provided for all students for the duration of the class.

- If a participant is unable attend a session, the ARCRI Program Manager and/or Student Services staff are to be notified as soon as possible in order to secure a place in the course. Please note that continuous absenteeism will be considered abandonment of the course.

Section 2.2 – Unique Student Identifier (USI)

It is a requirement that all learners must provide a Unique Student Identifier (USI) to ARC 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).

ARC 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).

Alternatively, participants may grant the ARC Retail Institute permission to either look up or create a USI on the student's behalf. A section is provided for this on the Enrolment Form. Granting permission is recommended as participants may sometimes misremember or mistype their USI.

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 an application via the link below:
https://www.usi.gov.au/exemptions

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 two methods of achieving this competency outside of formal assessment, the first is by Credit Transfer (CT) and the second 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 you have spent in training, or the amount of knowledge acquired in a formal learning environment.

Both the RPL and CT processes are available during enrolment, and participants may apply for RPL or CT via the course Enrolment Form. ARCRI will assess their eligibility and notify participants of the outcome via email.

In some cases, the ARCRI may be alerted regarding a participant's past qualifications and/or units, usually via data uploads to State Training Authorities. In this case, the ARCRI may contact the participant in order to confirm these qualifications and potentially grant a Credit Transfer.

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 ARC Retail Institute can determine what credit/formal education certification can count towards formal education.

Granting RPL is a formal process that requires sufficient evidence and adequate assessment from a facilitator, similar in scope to delivering a full Unit of Competency. Using the Enrolment Form or otherwise, participants may request an RPL kit from their assessor to begin this process.

The first step 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. Using the RPL kit, you will complete a self-assessment to then be reviewed by your assessor, alongside any provided evidence.

The assessor may also 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 outcome of this decision will then be provided to the participant. In cases where RPL cannot be granted, or may only be partially applicable, students are still welcome to explore alternative options if desired. This can include gap assessments or other reasonable adjustment procedures.

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 any Qualifications or 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 one or more Credit Transfers.

Gaining competency via Credit Transfer requires a **simple 3-step** process

1.   **Application and Information Provision:** This step asks you to complete the Credit Transfer Application Form. In doing so, you must also provide any copies of your relevant qualifications, transcripts and Statements of Attainment (if available) to ARC Retail Institute. Alternatively, you may also provide a copy of your USI Transcript.

2.   **Document Review:** ARC Retail Institute reviews the provided documentation against the packaging rules of the applied qualification, as well as verifies the legitimacy of any supplied qualifications by contacting their respective RTOs.

3.   **Decision:** ARC Retail Institute will provide the decision of the Credit Transfer application. Should the request be denied, students are also capable of exploring other avenues, including RPL.

Note: Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all participants upon request. A download link for the Credit Transfer Application Form is also provided on the online Enrolment Form.

Section 2.4 – Language, Literacy, Numeracy and Digital Literacy (LLND) Needs

ARC Retail Institute recognises that reading, writing, listening, speaking, and understanding mathematical concepts/processes, in addition to digital literacy, are integral skills required for work. Therefore, these skills remain 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, numeracy and digital literacy (LLND) exercise which will be used to assess the LLND ability of the participant.
Once the LLND needs are identified, ARC 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 Numeracy or Digital Literacy concerns to undertake training. A range of support services can be provided for the participant upon request.

If you have a Language Literacy Numeracy or Digital Literacy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer, or the Student Support staff via training@retail.org.au.

Section 2.5 – Support and Wellbeing 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 ARC 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 a confidential appointment will be organised as soon as is practical.

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

In addition to general enrolment queries, topics that you may wish to discuss include, but are not limited to:

• Support with study skills (i.e. time management, managing assessment-related anxiety, etc.)

• Reasonable adjustment needs (i.e. assessment extensions, alternative assessment strategies, simulated activities, etc.)

• Support with financial wellbeing

• Mental health resources and counselling

• Avenues for support in your local community

• Support when experiencing abuse, harassment or violence.

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

• Call 03 8660 3340 (will be answered by our Student Support Officer, or directed to other Retail Institute staff if unavailable)

• Email training@retail.org.au (inbox exclusively monitored by Student Support Officer and Compliance Manager)

• Hours of Availability: Monday – Friday 8.30am – 5.00pm

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

Community Support Numbers:

• Beyond Blue Support Service, phone 1300 22 4636 or www.beyondblue.org.au

• Kids Helpline, phone 1800 551 800 or www.kidshelp.com.au

• Lifeline, phone 13 11 14 or www.lifeline.org.au

• Men's Line, phone 1300 789 978 or www.mensline.org.au

• Sexual Assault Crisis Line, phone 1800 806 292 or www.sacl.com.au

• Suicide Helpline (Victoria), phone 1300 651 251 or www.suicideline.org.au

Section 2.6 – Non-Commencement, Withdrawals and Refunds

Non-Commencement

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 ARC Retail Institute is advised in advance with reasonable circumstances.

- Following this, the ARC Retail Institute will initiate withdrawal processes, unless otherwise informed (i.e. via the participant, employer/employment service provider, community organisation, etc.).

Withdrawals

- Where the participant has commenced in a course, and then wishes to be withdrawn, the participant (or by proxy declaration by parent/guardian, employment service provider, etc.) must directly inform the Student Management staff, via email, phone or other written communication. Student Management staff will then request further details in order to confirm the participant's identity and the overall withdrawal process. Notifications of withdrawal will be kept on the participant's file for future reference.

- Otherwise, ARC Retail Institute considers more than three days of continuous absence without any notice at any stage of the course to be abandonment of the course.

- ARC Retail Institute's trainers and staff members will attempt to re-engage and contact the students and their relevant referent agents (Employment Service Providers or Employers) during period of absence. This can be completed in many forms such as emails, texts, phone calls, and other various means of contact.

- Student Management staff will also send an initial contact email to confirm the participant's wishes, as well as offer more avenues for assistance and/or help in completing coursework. They are given a timeframe of 5 business days to respond.

- If the student does not respond, Student Management Staff will then send an additional pending withdrawal email, prompting a response within a further 3 business days. Failure to respond within this timeframe will result in formal withdrawal.

Refunds

All applications for refunds must be made in writing by way of the 'Refund Application Form'. This may be requested from Student Support Services via training@retail.org.au, and must then be submitted back to the same address. All applications will be processed within 15 working days from the date of application.

Please note, if part or all of your 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	
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: 1. The proportion of the course that has been completed or the amount of time since your course commenced. 2. The amount that has been paid to date.

Where the enrolment is government funded and the funding is withdrawn or is reduced by the government:		The Participant will be given the option to either: • **Continue the enrolment** – the remaining tuition fee will increase by the amount previously covered by funding, or • **Withdraw** – partial refund. The refund will be proportional to: • The proportion of the course that has been completed or the amount of time since your course commenced. • The amount that has been paid to date.
Withdrawal prior to the agreed start date of the course		Full refund
Withdrawal after 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 displays continuous absence at the start of the course and has not started or submitted any course assessments (this is considered abandonment and not commenced)	Full refund
	Participant displays continuous absence partway through the course after starting and/or completing at least one course assessment	No refund

*The ARCRI may exercise discretion regarding situations where a refund is not guaranteed, particularly in extenuating circumstances or where participants face substantial personal challenges leading to their withdrawal. This can include illness, family issues or other personal matters. This decision of assessing the extenuating circumstances rests with the Head of the Retail Institute and shall be assessed on a case-by-case situation.

Student Support Services is your first point of contact regarding withdrawal and refunds

Section 2.7 – Participant Fee Protection

ARC Retail Institute implements the following fee protection measure in line with the Standards for RTOs 2025:

ARC 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, ARC Retail Institute may require payment of additional fees from the participant, however this will be scheduled throughout the duration of the course. Additionally, at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered will not exceed $1,500.

For more information, please refer to the ARC Retail Institute's Fees, charges and refund Policy and Procedure, which can be accessed via the "RTO Policies & Procedures" section of the ARC website (retail.org.au).

Section 2.6 – Privacy Statement

Some of the details provided by the participant constitute personal information and information that is classed as sensitive according to the Privacy Act 1988. In accordance with our Privacy and Student Information Handling Policy and Procedure, the ARCRI is committed to protecting the privacy and personal information of all participants. Except as required under the Standards for Registered Training Organisations 2025, 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 information requested by the Enrolment Form and any information required by the various State & Commonwealth Departments may result in ARC Retail Institute being unable to accept your enrolment and offer the proposed training to you.

For further information, please refer to ARCRI's Privacy and Student Information Handling Policy and Procedure, available via retail.org.au, as well as our Privacy Notice, which is also included in Appendix 1.

Section 03: During Your Training

Training is not just about attaining competency, but also enjoying the journey of the course itself. Accordingly, a set of rules and guidelines have been created in order to help support the training process.
This section talks particularly about what is expected during the training and covers these topics:

- Classroom training guidelines
- Access and equity, diversity and inclusion
- Workplace health and safety
- Training and Assessment
- Access to your personal records
- Complaints and appeals.

Section 3.1 – Classroom and Online Training Guidelines

During your training program, you will be participating in classroom training either online or in a training room at a venue belonging to one of the ARC Retail Institute's partners. To ensure that 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.
- 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 of all kinds.
- Express feedback, complaints, questions or concerns at any time with the trainer, group manager, or via any other provided channels.

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 their 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 ARC Retail Institute if unable to attend any activity.

Netiquette Guidelines

All ARC Retail Institute courses, regardless of delivery method, are supported in part by online services. The is primarily via Moodle LMS (Learner Management System), a service that hosts the ARCRI's course workbooks and online assessments. Trainers and other ARCRI staff may also be contacted online via email or, depending on the group and/or the facilitator's wishes, online chat programs such as Microsoft Teams.

Accordingly, it is worth abiding by a set of guidelines for online communication, commonly referred to as Netiquette, especially as online communication often obscures body language, tone of voice, and/or facial expressions. Please see below for a list of basic Netiquette rules that should be followed:

- Never give your username or password to another person.

- When emailing and/or messaging someone for the first time, it is a good idea to briefly introduce yourself.

- Don't be afraid to ask questions within course discussion groups or chats, or to share what you know. It's especially considerate to share the answers to your questions with others. Also, if you have researched a topic that you think would be of interest to others, summarise it and let others know.

- Cite all quotes, references and sources and respect copyright and license agreements. This is also especially relevant when completing your assessments online.

- Before adding to an online discussion, you should read prior messages to get a sense of the flow and language of the discussion.

- If you do post a different viewpoint, 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 them.

- Always check your spelling before sending your post, message or email. It will be the first impression you may make on someone, so it is important that your message is free of spelling errors. Nonetheless, correct spelling is typically considered less important in chat programs, as conversations tend to move much faster.

- Keep your questions and comments relevant to the topic of the discussion. If another person sends a comment or question that is off topic and you wish to reply, it may be better to do so in a private email or message.

- Try to avoid using ALL CAPITAL LETTERS. This gives the impression that you are shouting. Capitalise words only to highlight an important point or to distinguish a title or heading. Placing *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 potentially controversial point of view, ensure that you state whose view it is. For example, if it is your opinion, you can begin with "in my experience....". If it is the view of someone else, you can begin with "according to [other party] …".

- When you message or email a question, make it as easy as possible for others to understand what you are asking so that they can help you. Make sure your question is clear and specific and provide as much information as possible. Also, ensure that you check replies to your question and answer them if necessary.

- Always treat others in a polite and respectful manner. Never message 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 avoid sending sudden and/or impulsive messages. If you feel the need to send an angry message, take a break. If you write a message out, save it rather than sending it immediately. When viewing your saved message later, it may then be easier to rewrite in a milder tone.

- If in doubt, postpone sending your message until later, when you may have a clearer state of mind and can exercise better judgement.

- 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.

- Emails should be considered private and not shared with others or quoted without permission.

Punctuality and Absenteeism

Please arrive for training 10 minutes before your class session 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 ARC Retail Institute as soon as

possible and ensure you communicate your absence with your employer, employment service provider, or associated organisation.

Many programs require participants to attend a specific number of training hours in order to meet the program requirements. 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/assessments due to absence. Your trainer is happy to assist you.

Mobile phone and personal belongings

All mobile phones must be switched off or switched to silent while participating in training/program activities. Please discuss any special exemption from this policy with your trainer. Additional electronic equipment other than the provided laptops 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 ARC 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 of your training venue. Please do not congregate in this area, as the front entrance provides access to the building for all tenants and visitors,.

Section 3.2 – Access and Equity, Diversity and Inclusion

All ARC Retail Institute staff will adhere to the principles and practices of equity and inclusion in education and training; they will treat every participant fairly and without discrimination. ARC Retail Institute has procedures in place to ensure that all participants are free from discrimination. Likewise, any participant concerns of this nature shall be dealt with immediately and appropriately.

ARC 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 via www.legislation.gov.au

The ARC Retail Institute aims to foster diversity and equality 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, sexuality, class, marital status, or physical or intellectual impairment.

The ARC Retail Institute also actively encourages all participants express their diversity and to incorporate their varied life experiences in classroom discussion. Participants are also at all times welcome to express any requests, feedback, concerns or complaints regarding diversity considerations through a variety of channels.

All ARC Retail Institute staff are required to have an awareness and understanding of diversity, as well as of potential access and equity issues. Staff are required to continually demonstrate these principles in all dealings with participants and other staff.

In keeping with the philosophy of the organisation, ARC 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 ARC 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.

For more information, please view the ARC Retail Institute's Diversity and Inclusion Policy and Procedure, as well as the Complaints and Appeals Policy and Procedure, both of which are available on the ARC website.

Section 3.3 – Workplace Health and Safety

Safety and accident prevention

ARC 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, clients or employees. This means that participants must follow all safety rules, procedures and the instructions of their trainer while attending a training session.

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

While on-site, please also familiarise yourself with the designated First Aid Officer, or any other staff with current accredited First Aid training. If in doubt, ask your trainer.

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, including 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. If in doubt, please check with your trainer and/or other on-site staff.

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 following completion of 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 may include reflect workplace duties, working environments and performance requirements. This could 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 (UoCs) 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 (i.e. classroom or work based) to ensure that 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.

Participants are allowed three attempts at assessments. If a participant's assessment is marked as NYC (Not Yet Competent) following all three attempts, they are permitted to undergo a re-assessment. The trainer will give extensive feedback to the participant regarding the submitted assessment. One-on-one training with the participant may also be necessary, as this can allow the participant to approach the learning from a different perspective if they face learning difficulties or similar challenges.

Participants who require re-assessments will be re-trained or have the training content further explained to ensure they understand the subject/UoC before being re-assessed.

Plagiarism and copyright

Participants at ARC Retail Institute are expected to maintain the highest standards of academic conduct. Most participants conduct themselves with integrity and are disturbed when they observe others cheating. The following information serves to help participants avoid unintentional academic misconduct.

Plagiarism:
This is the act of presenting another person's work as your own, and/or 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.*

Academic Misconduct:
To act dishonestly or unfairly in connection to an assessment conducted by the RTO. This can also include collusion with others.

To avoid plagiarism and/or misconduct 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.
- Participants are assessed on their own individual competency: in addition to text-based assessments, participants will also have to demonstrate practical skills before being deemed Competent. As such, plagiarism and cheating ultimately have limited overall benefits, even if left undetected.

Use of Artificial Intelligence (AI) / Large Language Models (LLMs):
The ARC Retail Institute permits the use of Artificial Intelligence/Large Language Model software (such as ChatGPT, Copilot, Claude, etc.) as an assistive tool in completing participant assessments, should the participant choose to do so.

However, please note that as described above, written assessments are but one part of assessing practical competence. Accordingly, participants will need to demonstrate this practical competence, as well as be capable of articulating their full knowledge and understanding of the topic, for instance when discussed verbally.

Participants should therefore disclose when answers are completed with the assistance of generative artificial intelligence. Participants are also reminded that these resources should not be exclusively relied upon, particularly as AI models can be prone to hallucinations and the misattribution of information.

Trainers and assessors will check participants' work for any plagiarised content or cheating that has occurred. Please help uphold the integrity of the RTO by avoiding 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 being passed onto your employer.

Section 3.5 – Access to Your Personal Records

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. Access will only be granted once a participant can confirm their identification. Alternatively, individual personal information may be requested and granted over email once identity is confirmed. Please contact the Student Management Department via training@retail.org.au.

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

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

For more information on this access, as well as what personal information the ARCRI keeps, please refer to the Records Management Policy and Procedure, available via retail.org.au.

Section 3.6 – Complaints and Appeals

Participants have access to ARC Retail Institute's 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 ARC Retail Institute.

The definitions for complaints and appeals are as follows:

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

Appeal: Application to have the outcome of a complaint reviewed due to dissatisfaction with the complaint resolution process, or an application to have an assessment decision reviewed.

Participants are able to submit a formal complaint to ARC 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 Support Services directly (training@retail.org.au). All complaints are handled with confidence and are reviewed by the RTO Manager. Additionally, participants may anonymously submit informal complaints or concerns via online forms provided on the LMS. Form submissions are viewed by the Student Support Services staff.

A participant may also appeal a decision made by ARC Retail Institute regarding 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 that 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 and the Complaints and Appeals Form, both of which are available on the ARC website under "RTO Policies & Procedures". Please visit retail.org.au for more information. The Student Management Department can also provide copies of these documents at any time upon request.

Section 04: Completion of Your Training

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

This special occasion is usually indicated with:

- Receiving qualifications or Statements 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 valid and verified USI (unless a USI exemption applies for the participant).

If you are unable to complete all 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 any further retail training you may undertake in the future.

In some cases, Certificates/Statements of Attainment will be sent to employers/employment agencies for distribution.

Section 4.2 – Feedback and Evaluation

We value your feedback and evaluation of the session and the course you are attending. This feedback and evaluation enable 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 respond and act promptly.

Informal feedback shall be gained from the participant at various points throughout the program, this may also be provided anonymously via the online form provided on the LMS.

The RTO shall also conduct formal feedback on two occasions throughout the participant's course (midpoint and completion), the facilitator will direct students to these two online forms when necessary.

Additionally, the ARCRI is required to annually report Quality Indicator data via the Australian Quality Training Framework (AQTF) Learner Questionnaire. This is conducted via a voluntary online survey. Typically, a link to this survey is issued to all students at the same of course completion, however additional links may also be sent closer to the reporting deadline.

Please be assured that responses to all internal feedback forms remain confidential and are only used for the purpose of improving the quality of our service to participants. AQTF survey responses are also only shared with the Australian Skills Quality Authority (ASQA).

Appendix 1: RTO Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note that you may opt out of the survey when you are contacted.

Contact information

At any time, you may contact ARA Retail Institute to:

- request access to your personal information

- correct your personal information

- make a complaint about how your personal information has been handled

- ask a question about this Privacy Notice.

ARC Retail Institute – Student Support Services

1300 368 041 - Option 3

training@retail.org.au