

<b>Department</b> Retail Institute – RTO (ID_4049)		
<b>Title</b> Course Completion, Withdrawal and Issuance of Qualifications – Policy and Procedure <i>ASQA RTO Standards 2025 – Quality Area 1.4</i>		<b>Effective</b> Feb 2026
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<b>Approved by</b> Head of Retail Institute	Next Review July 2028	Once printed, this document is not controlled.
<b>Reason for change</b>	General review and RTO name change.	

## 1. Policy

This Policy and Procedure has been established to ensure that the Australian Retail Council Retail Institute (ARC RI) issues Qualifications and Statements of Attainment in full compliance with the required standards and protocols. The ARC Retail Institute will issue an Australian Qualifications Framework (AQF) certification documentation only to learners who have been assessed as meeting the requirements of the training product, as specified in the relevant training package or Vocational Education and Training (VET) accredited course.

On successful completion of all the assessments requirements for a Certificate or Unit of Competency, the ARC Retail Institute will issue the award achieved within thirty (30) calendar days. For learners who withdraw and complete only a portion of the course, the ARC Retail Institute will issue a Statement of Attainment (SoA) for the completed units.

The following procedure outlines the mandatory information and format required for Completions, Withdrawals and all Qualifications and Statements of Attainment issued by the ARC Retail Institute, ensuring consistency and compliance with established standards.

## 2. Procedure

### 2.1 Completions

To successfully achieve a qualification, students must complete the required number of units, which include both core and elective units. The specific number of units is determined by the relevant training package.

To achieve competency in a unit, students must successfully complete two components via the online Learner Management System (LMS): the Knowledge Assessment Task (KAT) and Skills Assessment Task (SAT). Some units, particularly those at a Certificate IV level and above, also require completion of a Retail Innovation Tool (RIT). Other units may also require successful completion of an Observation checklist, and/or a suitable Line Manager Observation Report, as completed by the student's employer.

At the time of finalising a student's status, ARC RI ensures that all assessment components have been completed and graded. These grades are accurately recorded and reflected in the Student Management System (SMS).

### 2.2 Withdrawal

If a student decides to withdraw from a unit of competency or course, they must notify ARC RI in writing. Students who withdraw from a training course may not be eligible for a refund of course fees, as outlined in the ARC RI's Fees, Charges and Refunds Policy. Upon withdrawal, ARC RI will issue a Statement of Attainment for the competencies successfully completed up to the date of withdrawal.

If a student's enrolment is cancelled due to a breach of enrolment conditions—including but not limited to non-compliance with the Standards for Registered Training Organisations (RTOs), unsatisfactory attendance, unsatisfactory academic progress, or non-payment of fees—they will not be entitled to a refund of course fees.

## 2.3 AQF Qualification - All Qualifications

The ARC Retail Institute ensures that all qualifications issued comply with the requirements of the Australian Qualifications Framework and the Standards for RTOs 2025 as applicable at the date of issuance.

Qualifications will be issued to students upon successful assessment as competent in the Units of Competency required for the completion of a qualification, provided the following conditions are met:

- The student has successfully completed all required assessment tasks.
- Full payment of fees has been received by the RTO.
- The student has provided a valid **Unique Student Identifier (USI)**, unless they qualify for and have been granted a USI exemption.

The Qualification will be generated and issued directly through the Student Management System. Unique identification numbers for each Qualification will be automatically assigned and generated by the system.

## 2.4 Statement of Attainment

The ARC Retail Institute is committed to issuing Statements of Attainment in compliance with the Australian Qualifications Framework and the Standards for RTOs 2025.

A Statement of Attainment will be issued to students who have successfully completed one or more Units of Competency but have not attained a full qualification.

### **A Statement of Attainment is generally issued under the following circumstances:**

- The student withdraws or cancels their enrolment in a qualification and has been successfully assessed in one or more Units of Competency.
- The student enrolls in and completes an accredited Skill Set.
- The student enrolls in and completes a single Unit of Competency.

All participants who meet the above criteria will receive a Statement of Attainment within 30 calendar days of course completion/withdrawal, provided that:

- The student has provided a valid Unique Student Identifier, unless they qualify for and have been granted a USI exemption.
- The student has successfully completed all required assessment tasks (or has confirmed their withdrawal after completion of one or more Units of Competency).
- Payment of fees has been received by the RTO.

Statements of Attainment will be generated and issued directly through the Student Management System. Unique identification numbers for each Statement of Attainment will be automatically assigned and generated by the system.

## 2.5 Issuing duplicate Qualifications and Statements of Attainment

Participants requesting a duplicate Qualification or Statement of Attainment must contact the Student Management Team to initiate the process.

- Re-Issuance: - Students may request that the digital copy of their Qualification or Statement of Attainment be re-emailed to their existing or updated email address, free of charge.
  - a. This will only be processed once the student's identity has been successfully confirmed.
  - b. Hard copies are no longer issued by ARC Retail Institute.
- Record-Keeping: A record of the request will be kept on the participant's original client record.
- Re-issued Qualifications or Statement of Attainments are to be emailed to students directly from the Student Management System, unless the qualification pre-dates ARC's adoption of the SMS.