

Department Retail Institute – RTO (ID_4049)		
Title Diversity and Inclusion – Policy and Procedure <i>ASQA Standards 2025 – Quality Area 2.5</i>		Effective February 2026
Version ID No.2	Superseding Version V1.Jan26	
Approved by Head of Retail Institute	Next Review June 2028	Once printed, this document is not controlled.
Reason for change	General review and RTO name change.	

1. Policy objective

- 1.1. The objective of this policy and procedure is to ensure that the Australian Retail Council (ARC), via its training division, the Australian Retail Council Retail Institute (ARC RI), complies with the responsibilities set by law as a nationally recognised Registered Training Organisation (RTO). The ARC RI, through the application of this Policy, will:
 - 1.1.1. Uphold and maintain a safe and inclusive environment for all students.
 - 1.1.2. Work to ensure that the learning environment is free from all forms of discrimination and harassment. These include, but are not limited to: racism, sexism, xenophobia, ageism, classism, ableism, homophobia and transphobia.
 - 1.1.3. Commit to the ongoing consideration of the diverse set of needs of students by opening dialogue and remaining receptive and responsive to feedback from a variety of sources. The ARC RI shall remain open to any suggestions that may help better the learning environment for all students, particularly those from disadvantaged and/or underrepresented groups.
 - This also extends to the ARC RI's recruitment policies.
 - This ongoing process involves continual consideration of student experiences, potential inequity of access, varying life experiences and the need to address any and all forms of unconscious bias and discrimination.
 - 1.1.4. Give particular attention to the cultural needs and safety of First Nations people. Irrespective of the number of First Nations students enrolled at any given time, the ARC RI shall equally apply the above considerations as they relate to First Nations peoples. It shall additionally acknowledge the unique experience of First Nations people in Australia and continuously work to support the self-determination of First Nations people.
 - 1.1.5. Work to promote the increased participation in Vocational Education and Training (VET) from under-represented groups.

2. Scope

2.1. This policy applies to:

- All students, including past students, prospective students and students presently enrolled in the ARC RI's training products.
- All staff, trainers, assessors, contractors and third-party providers.

3. Related Documents

- Student Wellbeing – Policy and Procedure
- Complaints and Appeals – Policy and Procedure
- Privacy and Student Information Handling – Policy and Procedure
- Privacy Notice
- ARC Retail Institute Participant Handbook

4. Procedure:

- 4.1. As stated in the Policy objective, the ARC RI strives to provide an inclusive, supportive and welcoming learning environment for all students at all stages of their learning journey. In tandem with the Student Wellbeing Policy and Procedure, a number of measures are in place to help support, understand and cater for all students, irrespective of background. Likewise, the ARC RI is committed to the continuous improvement of these measures, actively taking and responding to feedback from all sources. These sources and their associated procedures are documented below.
- 4.2. ARC RI staff are to be continually trained in topics relating to diversity and inclusion. This can include Professional Development initiatives, staff meetings and seminars. Where relevant student feedback is provided, all staff are to be briefed how this can be used to improve standard operating procedure.
- 4.3. At the time of enrolment, students are invited to address any potential support needs and considerations via the Language, Literacy, Numeracy and Digital (LLND) and Pre-Screening Form. A separate page is provided where students may nominate any potential support needs, including but not limited to:
 - Cultural practices and obligations
 - Mental health resources
 - Accessibility needs in the classroom
 - Preferred names and pronouns
 - Adjustments to assessment processes

Students may also elect to indicate preferred names via the ARC RI's Student Management System (SMS) enrolment form. Although student data and certificates are required to be reported as per legal names under the student's Unique Student Identifier (USI), the administrative staff will endeavour to adopt the student's preferred name in all other situations. For instance, this can include the student's Learner Management System (LMS) profile and in regular student communication, i.e. via email.

- 4.4. Throughout course delivery, students are encouraged by facilitators to bring up and address any of these support needs in whatever environment they feel most comfortable with, i.e. in a one-on-one conversation with the facilitator.
- 4.5. Likewise, staff are to encourage students to share their own experiences in the classroom, especially where they may provide further insight and depth to the lesson and overall discussion.

- 4.6. At any stage, students may offer feedback with regards to cultural safety and diversity through a variety of means, such as via discussion with the facilitator or other staff, a formal complaint as per the Complaints and Appeals Policy, or via course feedback forms provided throughout course delivery. Additionally, a link to an anonymous general feedback form is provided on all LMS course pages to allow students to highlight issues or concerns at any time.
- 4.7. In establishing new course programs and cohorts, the ARC RI actively promotes training delivery to disadvantaged groups. These include, but are not limited to, individuals who have experienced domestic violence, disengaged youth, and First Nations participants.

5. ARC Retail Institute Obligations:

- 5.1. Pre-screening forms (including the support needs page) will be distributed to all students as they enrol.
 - 5.1.1. Facilitators are automatically emailed pre-screening form results, and will then take note of any identified support needs.
- 5.2. Facilitators in the classroom will at all times welcome open discussion of each student's own life and background, as well as of any specialised needs.
- 5.3. Student Wellbeing Information and support contacts/links will be provided on each course's LMS page. This includes contact details for the Student Support staff, with whom students may engage in confidential conversation. Students may contact Student Support staff at any time via training@retail.org.au. Likewise, a link to the anonymous general feedback form shall be provided on the LMS.
- 5.4. Facilitators are to inform students of all feedback forms available on the LMS.
- 5.5. ARC Retail Institute staff are to review received feedback on a regular basis, at minimum once following the completion of course delivery.
- 5.6. A Complaints and Appeals Register is to be maintained and actively addressed.
- 5.7. Provided feedback, complaints and appeals will all be incorporated into the ARC Retail Institute's continuous improvement processes.

6. Participant Obligations:

- 6.1. Participants are to complete the aforementioned support needs questions in the pre-screening forms wherever they may feel this is necessary.
- 6.2. Participants may contact the Student Support staff to raise any issues, concerns or suggestions relating to diversity and accommodations.
- 6.3. Participants are to provide relevant and appropriate feedback via feedback forms, or lodge complaints and/or appeals if they feel this is necessary.

7. Confidentiality:

- 7.1. At any point, students may wish for relevant diversity needs and concerns to remain confidential. Any information disclosed by the student that they do not wish to be shared will be treated with strict confidentiality in accordance with the **Privacy Act 1988**, the ARC RI's Privacy Notice and its Privacy and Student Information Handling Policy and Procedure. Information will only be disclosed where legally required, or with the student's consent.
 - 7.1.1. For further information on confidentiality and potentially sensitive student information with regards to wellbeing, please to the ARC RI's Student Wellbeing Policy and Procedure.