

Department Retail Institute – RTO (ID 4049)		
Title Enrolment and Admission – Policy and Procedure <i>ASQA Standards 2025 – Quality Area 1.6 & 1.7</i>		Effective February 2026
Version ID No.5	Superseding Version ARA Enrolment and Admission Process - Policy and Procedures_V4	Effective July 2025
Approved by Head of Retail Institute	Next Review July 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 ARC Retail Institute (ARC RI), comply with the responsibilities set by law as a nationally recognised Registered Training Organisation (RTO). This includes where ARC RI is contractually obliged to define the notification of enrolment arrangement as a supplier of government-subsidised training. The ARC RI, through the application of this policy, will:
 - 1.1.1. Ensure that all prospective students enrolling in nationally recognised training (NRT) listed in the Scope of the Registration for the ARC RI (RTO ID 4049) meet mandatory entry requirements and course requirements to maximise their training outcome.
 - 1.1.2. Guide prospective students on the ARC RI processes and procedures of enrolment and admission into government-subsided training.
 - 1.1.3. Ensure that all students understand their obligations when agreeing to participate in a training course, as agreed upon via signed declarations.
 - 1.1.4. Before finalising enrolment, ensure that prospective students:
 - have access to accurate information about the training course they desire to enrol in,
 - understand their obligations and responsibilities when agreeing to participate in a training course,
 - consider any of their existing skills and competencies deemed valid for a Credit Transfer (CT) or Recognition of Prior Learning (RPL).
 - 1.1.5. Ensure that all enrolment information provides specific details about:
 - **The full course code and title**, so that students can research the training course,
 - **Mandatory work placements** (if required) and who will make these arrangements,
 - **Additional materials**, such as personal protective equipment (PPE), that are needed to participate in a work placement,
 - **Support services** that are available to all students,

- **Fee management information** and student consumer rights in line with Vocational Education and Training (VET) Regulator policies and other Commonwealth, state, and territory laws,
- **Diagnostic assessments** to ascertain a potential student's skill levels and determine whether a course is appropriate for their skill level and/or what additional core skills support may be required to maximise a student's competency outcomes, and
- **Data and information security** and how the ARC RI collects, shares and stores Personally Identifiable Information (PII) and data. This covers information stored from enrolment and throughout the training lifecycle internally and with the Australian VET Management Information Statistical Standard (AVETMISS) VET data system and other authorities and bodies.

2. Scope

2.1. This Policy applies to all individuals who must ensure that the ARC RI complies with the Standards for RTOs 2025 and other laws. It also ensures that the ARC RI conforms to its conditional arrangements with other interested parties critical to the operations of the ARC RI, including:

- any student enrolled and participating in a nationally recognised training program within ARC's Scope of Registration,
- all ARC RI staff and or other persons ("other" individuals engaged by the ARC) who facilitate student enrolment,
- all ARC Partners ("Partners" under Third Party Arrangements/Agents and staff), and
- all ARC RI Directors and the ARC CEO.

3. Related Documents

Unique Student Identifier – Policy and Procedure

Course Completion, Withdrawal and Issuance of Qualifications – Policy and Procedure

Credit Transfer – Policy and Procedure

Fees, Charges and Refunds - Policy and Procedure

Privacy and Student Information Handling – Policy and Procedure

Records Management – Policy and Procedure

Language, Literacy, Numeracy and Digital – Policy and Procedure

ARC RI Participant Handbook

4. Policy

Enrolment and admission principles:

4.1 The ARC RI employs the following principles for enrolment and admission of students in Australian Qualifications Framework (AQF) qualifications listed on the ARC Scope of Registration:

- 4.1.1 The ARC RI will adhere to the VET Standards and other contractual obligations. This is to provide truth and comprehensive information to enrolling students to ensure that they make

informed decisions about a training course or accept admission to a government-subsidised training place.

- 4.1.2 The ARC RI only enrolls domestic students into training courses listed on the ARC's Scope of Registration if there is an agreement addressing the delivery conditions of AQF qualifications for issuing Qualifications and Statements of Attainment (SoAs).
- 4.1.3 The ARC RI will only accept domestic students into government-subsidised training who are Australian or New Zealand citizens, permanent Australian residents, holders of an Australian permanent resident and/or humanitarian visa, or as guided by the conditions established within a contract arrangement.
- 4.1.4 The ARC RI will not issue a Qualification or SoA until all enrolment entry requirements are received, any necessary training course fees are paid, and all course requirements (assessments and any compulsory work placements) are finalised.

5. Prospective students

- 5.1. Pre-enrolment, pre-screening and information sessions will provide prospective students with information to assist them in making informed decisions about the training course they wish to undertake.
- 5.2 Pre-enrolment information will inform students about enrolment requirements and eligibility pre-requisites needed for a training course and assessment strategy.
- 5.3 The ARC RI must use pre-enrolment assessments to evaluate a potential student's existing work-related skills, capacity and capability under a training products assessment strategy. This is primarily accomplished via an online Pre-Screening and Language, Literacy, Numeracy and Digital (LLND) form and assessment.
- 5.4 Pre-enrolment, pre-screening and information sessions will also inform students about their obligations and responsibilities to participate in training and receive a government-subsidised training place.
 - 5.4.1 Pre-course information must inform students about the following, but not exclusively:
 - 5.4.1.1 estimated course duration,
 - 5.4.1.2 pre-training diagnostic assessment methods,
 - 5.4.1.3 training and assessment and outcomes, including mandatory work placement (if applicable),
 - 5.4.1.4 delivery modes (in the workplace, classroom-based or virtual environment),
 - 5.4.1.5 mandatory program fees (if applicable),
 - 5.4.1.6 fee protection, refund, deferral, and course withdrawal processes,
 - 5.4.1.7 mandatory administration requirements for access to government-subsidised training,
 - 5.4.1.8 compulsory identification evidence collection and what is deemed acceptable,
 - 5.4.1.9 education and support services, and
 - 5.4.1.10 the complaints and appeals process.
- 5.5 The ARC RI will distribute pre-enrolment information via:

5.5.1 Face-to-Face pre-screening/information sessions.

5.5.2 Online/the ARC website.

5.5.3 Communication over the phone.

5.6 The following requirements must be met for an enrolment to be considered complete:

- A verified USI following the Student Identifier Act (Cth) 2014.
- A signed Enrolment Form, which includes signed declarations/acknowledgements of the following:
 - Understanding of the implications of admission to government-subsidised training,
 - No guarantee of employment following the course and any unpaid work placements,
 - Enrolment Requirements and Terms and Conditions,
 - The ARC RI Participant Handbook,
 - Terms and Conditions for Digital Usage
 - VET Student Privacy Notice
 - Consent to disclosure of student PII for the purposes of specialised student support, applications for state government funding (if applicable) and any potential auditing conducted by government bodies.
 - Consent to provided PII being verified and confirmed with document issuers and authorised third parties.
- Completed Pre-Screening and Language, Literacy, Numeracy and Digital testing (LLND).
- If applicable: completed Traineeship Training Plans and/or Individual Support Plans.
- Any other responsibilities or obligations that are specific to a contract to supply government-subsidised training or organisation requirements that address government laws or limit liability to the ARC.

5.7 The ARC must also assess core skill prerequisite requirements for a training course before enrolment, as per its training and assessment strategy.

5.7.1 Evidence of existing work-related skills, employer references, or participation in a training product equivalent to the AQF standard must be collected (if applicable).

5.7.2 Through the Enrolment Form, students are to inform of any desire to apply for Credit Transfers (CT) and/or Recognition of Prior Learning (RPL).

5.7.3 Students are to complete the provided Credit Transfer Application Form, while ARC RI Administrators and/or assessors shall provide specialised RPL kits if requested.

5.7.3.1 Please refer to Credit Transfer – Policy and Procedure for more information.

5.8 The ARC RI may cancel any outstanding or invalid enrolment at any time if and as required for technical, operational, or compliance reasons.

Commencing students

- 5.9 For students to be considered 'commenced', they must attend training by Day 3 of a training course schedule, which includes documented evidence of participation.
- 5.10 For students participating in a traineeship, their workplace supervisor must ensure that they meet their obligations to attend training visits by their designated Trainer/Assessor following their agreed Training Plan, Contract, and scheduled activities.
 - 5.10.1 The ARC RI is obliged to report issues to the student's apprenticeship centre and follow the steps for resolution following the state training department responsible for the registration of the student's Training Contract.
- 5.11 The ARC RI must ensure that it follows its Privacy and Student Information Handling and Records Management Policies and Procedures to ensure the security of a student's PII.
 - 15.11.1 The above Policies and Procedures will be maintained and updated on the ARC RI Policies and Procedures page of the ARC website.
- 5.12 Changes to this Policy will be made at the time of review when there are changes to the Standards for RTOs as directed by ASQA.

6. Procedure

- 6.1 The prospective student will complete the digital Enrolment Form for their course via the provided enrolment link. This form covers all mandatory information as well as additional identity documents, especially where these are required for state government funding (refer to Enrolment – Terms and Conditions).
- 6.2 The prospective student also completes an online Pre-Screening form and LLND testing to determine if any additional support is needed. In these cases, the facilitator is contacted, and additional arrangements are organised.
- 6.3 Prior to course commencement, the ARC RI Administrators process the student's enrolment, creating a record in the Student Management System (SMS).
- 6.4 The Student Support Administrators create an additional student record and login on the Learning Management System (LMS), allowing the student to participate in classes and complete assessments.
- 6.5 If applicable, the Student Support Administrators raise state-specific government funding via their respective portals.
- 6.6 Finally, up to a few days prior to course commencement, the student is sent a Welcome email. This confirms the student's enrolment, course details and delivery format, as well as any applicable government funding subsidies, and/or student fees (if payable by student).

7. ARC Retail Institute Obligations

- 7.1. The RTO reserves the right to accept or reject any application for enrolment at its discretion.
- 7.2. The ARC RI will not issue a Certificate or Statement of Attainment (SoA) until all entry requirements are received, any required course fees are paid, and all course requirements (assessments and required work placements) are finalised.

8. Participant Obligations

- 8.1. Applications submitted must provide all mandatory details and evidence. Failure to do so will result in your application being considered incomplete. This may affect your eligibility to enrol in the course and your associated fee.
- 8.2. All provided information must be fully accurate and not misleading. Failure to ensure this may result in your eligibility and value of government funding being invalid. Funding cannot be confirmed until all authentication is undertaken by ARC RI using related state government bodies' processes.
- 8.3. Students must acknowledge that enrolling in their chosen qualification/s will affect their future training options and eligibility for further government-subsidised training under their state government's funding program.