

Department Retail Institute – RTO (ID4049)		
Document ID RI_RTO_001	Title Enrolment and Admission – Policy and Procedures	Effective January 2015
Version ID No.2	Superseding Version ARA Notification of Enrolment Process - Policy and Procedures_V1a.21 (Repealed)	Effective July 2022
Associated Instrument/s	Online enrolment and various paper-based enrolment forms and applicable declarations.	
Approved by Aaron Hines Director, ARA Retail Institute	Next Review July 2023	Once printed, this document is not controlled.

1. Policy objective

- 1.1. The objective of this Policy and procedure is to ensure that the ARA, via its training division, the ARARI, comply with the responsibilities set by law as a nationally recognised RTO. Including where it is contractually obliged to define the notification of enrolment arrangement as a supplier of government-subsidised training.
- 1.2. This Policy ensures compliance with ASQA and the VET Standards for Registered Training Organisations (RTOs) 2015 Chapter 2.
 - 1.2.1. Clause 5.1 to 5.3 Informing and protecting students
 - 1.2.2. Clause 7.3 – Protecting pre-paid fees by students
 - 1.2.3. Clause 3.5 – Accept and provide credit to students
- 1.3. The ARARI, through the application of this Policy, will:
 - 1.3.1. Ensure that all prospective students enrolling in a nationally recognised training listed in the Scope of the Registration for the ARA RTO 4049 meet mandatory entry requirements and course requirements to maximise their training outcome.
 - 1.3.2. Guide prospective students on the ARARI process and procedure of enrolment and admission into government-subsided training.
 - 1.3.3. Ensure that all students understand by way of signing related declarations as an agreement of their understanding and obligations by agreeing to participate in a Training course
 - 1.3.4. Ensure prospective students before finalising enrolment:
 - have access to accurate about the Training course they desire to enrol in,
 - understand their obligations and responsibilities by agreeing to participate in a training course,
 - consider any of their existing skills and competencies deemed valid for a CT.
 - 1.3.5. Ensure that pre-enrolment information that provides specific details about:
 - **Full course code and title**, so that students can research the training course;

- **Mandatory work placement** (if required) and who will make these arrangements;
- **Additional materials**, such as personal protective equipment (PPE), are needed to participate in a work placement;
- **Student support services** and any associated costs;
- **Fee management information** and their consumer rights following the VET Regulator 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 is required to maximise a student's competency outcomes;
- **Data and information security** and ARARI collect, share and stores PII information and data; 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. Definitions

2.1. For the purpose of this Policy, and associated Procedures, the following definitions apply:

- 2.1.1. CT - Credit transfer is a process that requires an informal assessment of a student's completed competencies obtained via previous studies so they can reduce the work they need to do in a training course they are enrolling in.
- 2.1.2. A training course - is defined as a pathway to achieving a nationally recognised qualification or skill set from an NRT package as listed on the ARA's Scope of Registration.
- 2.1.3. Off-the-job training - is training where course competencies are delivered via classroom environments - face-to-face, virtually online or a combination of both. They utilise simulation methods to replicate real-life experiences. However, where possible and, if applicable compulsory requirements due to the entry pathway to a course, students are deployed to work placement to ensure the application of knowledge and skills gained in the classroom.
- 2.1.4. On-the-job training – is a traineeship pathway where students learn from a work-based setting. They are employees or trainees in a probationary employment period. Within the workplace, they are exposed to n real work situations to gain practical experience. With the aid of a workplace supervisor who can demonstrate the requirements to achieve training course competencies, the Supervising RTO (SRTO) provides formal training via a designated Trainer/Assessor. To assess a student's progress through a training course, they are required to demonstrate knowledge through the application of learning via observational and more formal written assessments.
- 2.1.5. AQF – the Australian Qualifications Framework
- 2.1.6. ASQA – Australian Skills Quality Authority, the national VET Regulator for RTOs, enforces the National VET Regulator Act 2011.
- 2.1.7. VET – Vocational Education and Training
- 2.1.8. NRT – Nationally Recognised Training consists of training packages, qualifications, units of competency, accredited courses, and skill sets.

- For more information, go to the website: training.gov.au - [About](#)

- 2.1.9. ARA – Australian Retailers Association
- 2.1.10. ARARI – ARA Retail Institute, the entity responsible for administering the ARA's RTO.
- 2.1.11. USI – the Unique Student Identifier scheme administered by the USI Registrar.
- 2.1.12. PII – Personally, Identifiable Information
- 2.1.13. UoC - Unit of Competency (UoC)
- 2.1.14. CoA - Certificate of Qualification (CoQ)
- 2.1.15. SoA - Statement of Attainment (SoA)
- 2.1.16. NCVET - National Centre for Vocational Education Research

3. Scope

3.1. This Policy applies to all individuals who must ensure the ARARI complies with the Standards for VET and other laws and conforms to its conditional arrangements with other interested parties critical to the operations of the ARARI. Including:

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

4. Related Documents

USI Requirements – Policy and procedures
Issuance of a Certificate – Policy and procedures
CT – Policy and procedures
Fee Management, Deferral and Refund - Policy and procedures
Student Information Handling – Policy and procedures
Record Management – Policy and procedures
Participants Handbook

5. Policy

5.1. Enrolment and admission principles:

The ARARI employs the following principles for enrolment and admission of students in AQF qualifications listed on the ARA Scope of Registration.

- 5.1.1. The ARARI will adhere to the VET Standards and other contractual obligations to provide truth and comprehensive information to enrolling students to ensure they make informed decisions about a training course or accept admission to a government-subsidised training place.

- 5.1.2. The ARA only enrolls domestic students into training courses listed on the ARA Scope of Registration unless there is an agreement addressing the delivery conditions of AQF qualifications for issuing CoQ and SoA.
- 5.1.3. The ARARI 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 humanitarian visa, or as guided by the conditions within a contract arrangement.
- 5.1.4. The ARARI will not issue a CoA or SoA until all enrolment entry requirements are received, any training course fees paid, and all course requirements (assessments and compulsory work placement) finalised.

Prospective students

- 5.2. Pre-enrolment pre-screening and information sessions will provide pre-enrolment information to assist students in making informed decisions about the training course they wish to undertake.
- 5.6. Pre-enrolment information will inform students about enrolment requirements and eligibility prerequisites following a training course and assessment strategy.
- 5.7. The ARARI must use pre-enrolment assessments to evaluate a potential student's existing work-related skills, capacity and capability under a training products assessment strategy.
- 5.8. Pre-enrolment pre-screening and information sessions will inform students about their obligations and responsibilities to participate in training and receive a government-subsidised training place.
- 5.8.1. Pre-course information must inform students about the following, but not limited to:
- Training course/course estimated duration,
 - pre-training diagnostic assessment methods,
 - training and assessment and outcomes, including mandatory work placement (if applicable),
 - delivery modes (in the workplace, classroom-based or virtual environment),
 - mandatory program fees (if applicable),
 - fee protection, refund, deferral, and withdrawal from a Training course processes,
 - mandatory administration requirements for access to government-subsidised training,
 - compulsory identification evidence collection and what is deemed acceptable,
 - education and support services, and
 - the complaints and appeals process.
- 5.3. The ARARI will manage the pre-enrolment information via:
- 5.9.1. Face-to-Face pre-screening sessions.
- 5.9.2. Online
- 5.9.3. Over the phone
- 5.10. All requirements must be met for an enrolment to be considered complete, such as:

- A verified USI following the Student Identifier Act (Cth) 2014.
- A signed Student Agreement and Statement of Fees.
- Signed declarations on the finalisation of enrolment, including the 'NCVER Privacy Statement' and 'Student Declaration' (Documents that consent the ARARI to provide PII to relevant Education Department and Other Government Agencies such as the NCVER).
- A signed declaration of understanding of the implications of admission to government-subsidised training.
- A completed Language, Literacy, Numeracy and Digital (LLND).
- Traineeship Training Plans or Individual Support Plans.
- Any other responsibilities or obligations were specific to a contract to supply government-subsidised training or organisation requirements that address government laws or limit liability to the ARA.

5.11. The ARA must assess core skill prerequisite requirements for a training course before enrolment per its training and assessment strategy.

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

5.11.2. ARA will inform students about UoC CT from previous studies for the training course they are enrolling in.

5.11.3. ARARI *does not* offer recognition of prior learning (RPL) gained before entering a program.

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

Commencing students

5.13. For off-the-job students to be considered 'commenced', they must attend training by Day 3 of a training course schedule, which includes documented evidence of participation.

- For related information about fee management, deferral, and refunds, please go to the ARA policies and procedures on the ARA website.

5.14. For on-the-job 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.

5.14.1. The ARARI 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.

5.15. The ARARI must ensure it follows its student information handling and record management processes to ensure the security of a student's PII.

5.13.1. Handling student information and records management policy documents will be maintained and updated on the ARARI policies and procedures pages of the ARA website.

5.14. Changes to this Policy will be made at the time of review when there are changes to the standards for RTOs as directed by the AQSA.

6. Procedures

Enrolment Requirements
<p>Before proceeding, all prospective students must read the following:</p> <p><u>Signed forms (Mandatory)</u> Prospective students will be required to sign an Enrolment Form which includes several declarations, including but not limited to:</p> <ul style="list-style-type: none"> • Student Agreement and Statement of Fees • NCVER Privacy Statement and Student Declaration • Acknowledgement of government-subsidised training <p>In addition, the ARARI will present required as a condition of government-subsidised training, other laws or interested parties' conditions.</p>
<p><u>Unique Student Identifier (Mandatory)</u> A USI Reference number is linked to an individual's nationally recognised training and qualifications gained anywhere in Australia.</p> <ul style="list-style-type: none"> • Please note that ARA Retail Institute will NOT be able to issue any Certificate without providing USI. • To apply for one, please go to www.usi.gov.au/ • If you do not have a Unique Student Identifier (USI) number yet, you can obtain one from http://www.usi.gov.au/create-your-USI/Pages/default.aspx • Please provide your USI no to ARA RI once you have obtained one. • For a step-by-step guide, go to: https://www.usi.gov.au/video/create-your-own-usi-student-video • As we need to validate your USI, please ensure the name and Date of Birth you provided to us are the same as the name and Date of Birth you use for your USI application.
<p><u>Proof of Age (Mandatory)</u> A document that shows your full date of birth. For example:</p> <ul style="list-style-type: none"> • Driver Licence • Australian • Non-Australian Passport • Birth Certificate
<p><u>Australian Residency Status (Mandatory)</u> For example:</p> <ul style="list-style-type: none"> • Green Medicare • Australian Passport • Passport VISA (with Non-Australian Passport) • Birth Certificate (Australian) • Certificate of Registration by Descent

<ul style="list-style-type: none"> • Citizenship Certificate • Immi card
<p><u>State Residency Status (Mandatory)</u> A document that shows your current address. For example:</p> <ul style="list-style-type: none"> • Driver Licence • Bill (Service provider Tax Invoice) • Bank Statement
<p><u>Concession (If applicable)</u> A document that shows your concession status. Acceptable documents: Any card where it is clearly marked Concession or Health Care and issued by either the Australian Department of Human Services or Centrelink)</p> <ul style="list-style-type: none"> • Age Pension: Commonwealth Seniors Health Card or Low-Income Health Care Card • Disability Support Pension: Low Income Health Care Card • Carer Payment: Seniors Card • Newstart Allowance: Pensioner Concession Card (Department of Veterans Affairs (DVA)) • Sickness Allowance: Mobility Allowance • Widow Allowance: Partner Allowance • Special Benefit: Commonwealth Seniors Health Card • Or a letter from Centrelink confirming receipt of benefits showing Centrelink Reference Number (CRN))
<p>ARARI Terms and Conditions - Enrolment and Admission</p>
<p>ARA Retail Institute - Obligations</p> <ol style="list-style-type: none"> 1. ARA Retail Institute will ensure the delivery of quality training and assessment within ASQA's Scope of Registration. ARA Retail Institute will always comply with the following standards and regulations: 2. Comply with the Standards for Registered Training Organisations (RTOs) 2015, including the Data Provision, Fit and Proper Person and Financial Viability Requirements. 3. Comply with the Australian Qualifications Framework (AQF), including issuing an AQF Certification upon fulfilling all the mandatory Training course and enrolment requirements. 4. Comply with the relevant Commonwealth, state or territory legislation and regulatory requirements. <ol style="list-style-type: none"> 1. The RTO reserves the right to accept or reject any application for enrolment at its discretion. 2. The ARARI will not issue a Certificate of Qualification (CoQ) or Statement of Attainment (SoA) until all entry requirements are received, any course fees paid, and all course requirements (assessments and work placement) finalised.
<p>Student Obligations</p>

3. Once the student commences the nominated Training course, ARARI will deliver the Training course using competency-based training National Recognised Training principles and practices following the Standards for Nationally Recognised Training Organisations (RTOs).
4. Application submitted without mandatory evidence will be considered incomplete and may affect your eligibility to enrol on the course and the associated fee.
5. Please also note that your eligibility and value of government funding may be invalid if any information you provide is inaccurate or misleading. They cannot be confirmed until all authentication is undertaken by ARAI using related state government bodies' processes.
6. Please note that enrolling in the chosen qualification/s will affect your future training options and eligibility for further government-subsidised training under the state government's funding program.
7. The Department or an agent may contact you to participate in a student survey, interview, or another questionnaire.
8. The ARARI and the student agree to work together to produce a unified approach to the student achieving the relevant qualification.

Participant's Rights

1. Please refer to Participant Handbook's Complaint and Appeals for any complaints or grievances.
2. Please refer to Participant Handbook's Refund and Fee Protection Policy for any Refund or Fee Protection Policy.
3. For Student Support, please refer to Participant Handbook's Student Support section
4. For CT, please refer to Participant Handbook's CT section or contact our Student Services division at 1300 368 041.