Department		
Retail Institute – RTO (ID4049)		
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Aaron Hines	July 2023	
Director, ARA Retail Institute		
Reason for change	General review of the content and improvement.	

1. Policy objective

1.1. The objective of this Policy and procedure is to ensure that the Australian Retailers Association (the ARA), via its training division, the ARA Retail Institute (RI), comply with the responsibilities set by law as a nationally Registered Training Organisation (RTO).

1.2. This Policy ensures compliance with Standards for RTOs (1,2,5,6)

- Reference: Federal Register of Legislation - Australian Government

2. Scope

2.1. This Policy applies to all individuals who must ensure the ARARI complies with the Standards for RTOs 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.

3. Related Documents

Assessor Work Placement Logbook & External Site Checklist

Host Employer Logbook

Participant Logbook

Incident and Injury Reporting Form

Work Placement – Risk Management Guide

Work Placement - Risk Management - Reporting an Incident or Injury Guide

4. Definitions

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

- 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.

- AQF – the Australian Qualifications Framework

- ASQA – Australian Skills Quality Authority, the national VET Regulator for RTOs, enforces the National VET Regulator Act 2011.

- RTO – Registered Training Organisation

- VET – Vocational Education and Training

- NRT – Nationally Recognised Training, training that consists of training packages, qualifications, units of competency, accredited courses, and Skill Sets

- For more information, go to the website: training.gov.au - About

- ARA – Australian Retailers Association

- ARARI – ARA Retail Institute, the entity responsible for administering the ARA's RTO.

- Training package - include a set of standards for assessing the skills and knowledge needed to perform in the workplace.

- Training product includes qualifications, competency units, skill sets, or accredited courses developed via industry training packages or VET accredited courses.

- Host employer – Organisations or businesses providing work placement opportunities for VET students.

- Work placement – also known as practical placement, is a required assessable component of the ARARI Certificate II and III off-the-job Retail Ready Jobs Program. It is undertaken by VET students and intended to develop job-related skills related to their studies. Conducted when required of qualification, as specified in the NRT Package, (accredited) training course curriculum.

- Suitable workplace environments – This environment provides a safe, relevant, and appropriate learning environment for students undertaking work placement.

- Simulated workplace environments - By the Standards for RTOs Clauses 1.1 to 1.4 and 2.2 – Implementing, monitoring and evaluating training assessment strategies and practices, adhering to all requirements such as the context of assessment and essential resources as described in the unit. When using simulated workplace environments, ensure they fully replicate the resources, environment and any time and productivity pressures that may exist in the workplace.

5. Policy

5.1. The application of this Policy ensures ARARI meets the standard requirements for RTOs to provide real-life on-the-job experience to students where necessary to gain job-related competencies. Therefore, the ARARI employs the following principles to manage the work placements for students.

- The ARARI will ensure a student is placed in a suitable environment to maximise their learning outcomes.

- The ARA will provide comprehensive information to host employers to understand their commitment to the student.

- The ARARI will ensure training and assessment strategies (TAS) identify where work placement is required, as stated in the related NRT training product.

- The ARARI will communicate the requirements for a work placement to prospective students via pre-enrolment information and screening sessions.

5.2. The ARARI will ensure students are supported throughout their transition into a workplace setting for practical assessment by a supervising Trainer/Assessor or Program Manager to ensure their safety and wellbeing.

5.3. The ARA does not enrol students under the age of 18. If it, they must follow the legislative. Requirements or other authority requirements for the safety and welfare of young people.

5.4. Students are not paid for work placements

6. Procedures

Responsibilities

6.1. The ARARI Compliance Manager will oversee the requirements for the relevant NRT package or products.

6.2. The ARARI Quality Manager will oversee and identify regulatory guidelines, directions and requirements relating to work placement for VET students are accessed and adhered to.

6.3. Collectively, the Quality and Compliance Manager will update workplace agreement templates to ensure they comply with government-subsidised training contracts.

Management of work placements

6.4. ARARI Program Managers and or delegated Trainer/Assessors are responsible for:

- Sourcing workplace environments for suitability about:
  o Work Health Safety (WHS),
  o following relevant Anti-Discrimination Legislation and the ARARI policy on student equity and social inclusion,
  o travel safety,
  o accessibility,
  o supervision arrangement, and
  o appropriate support for vulnerable students.

- Conducting a WHS (risk assessment) inspection with a new employer before the student's first day of work placement:
  o This assessment is in the Assessor logbook tool and is an External Site Check.

- o The completion of this assessment supports other information documented as evidence by a Trainer/Assessor that an onsite workplace assessment was conducted before the student's first day with a host employer to ensure the suitability of the host employer's workplace.

- Informing the host employer what is required to ensure the workplace can offer learning and assessment opportunities for a hosted student.

- Contacting the student and the workplace supervisor in the first week of placement and throughout the work placement to check the progress and conduct assessments.

6.5. An ARARI Program Manager or a delegated Trainer/Assessor determines if the workplace is about to offer job-related tasks where the student can demonstrate competencies and within the allocated work placement hours.

- If a competency assessment cannot be demonstrated an adequate 'simulation' experience, within the workplace or outside of its accordance with the Standards for RTOs, or

- an alternative host must be sought if necessary.

6.6. An ARA Trainer/Assessor allocated the responsibility for a student for assessment must ensure that at least one of the contacts with the host employer is face-to-face onsite or virtual at the workplace. (Exemption for remote and regional students).

- Telephone and email contact is acceptable for other contacts.

- Records of contacts must be maintained on the student's file, which contains details of the type of contact, when it occurred, what was discussed and any follow-up arrangements.

- Students that have required *reasonable adjustment* before work placement should be monitored more regularly to ensure there has not been any deviation from their request.

6.7. The duration of work placement is determined via industry consultation and documented as a rationale in a training course's TAS.

- The rationale may also include requirements related to other bodies or program pathways that a student is entering a training course.

Student preparation

6.8. Students must demonstrate readiness for a work placement through satisfactory course progress and completion of the relevant pre-requisite units and additional requirements requested by the host employer.

6.9. Preparing students for a work placement will include a range of preparatory activities, including but not limited to:

- reading and completing associated activities and assessments within the training course syllabus,

- individual meetings with the work placement host supervisor, and

- research relating to the host employer and their expectations.

Accepting and Acknowledging a Work Placement

6.10. The work placement documents are given to the host employer to acknowledge the work placement. include

These forms include:
1. Work Placement Letter
2. Work Placement Agreement
3. Work Placement Declaration
4. Host Employer Feedback

6.11. The host employer along with the student and representative of the ARARI (where applicable) must be also sign work placement agreements before a student's first day of work placement.

- The ARARI must retain the original agreement following its record-keeping procedures and a copy provided to the student and the host.

6.12. ARARI encourages employers to induct students through WHS activities before their first day. This may be an onsite or online assessment.

Assessment arrangements

6.13. The ARARI Trainer/Assessors must provide students with support and feedback to assist with their demonstration of learning and competencies.

6.14. Demonstration of competency is observed onsite or virtually

6.15. The ARARI must document outcomes in the Trainer Assessor Logbook or Learning Management System (LMS).

Complaints

6.16. Where the student or the host employer has a complaint about the work placement, the Program Manager should attempt to secure an appropriate resolution. If the issue cannot be resolved, the student should be withdrawn from work placement and, if appropriate, offered an alternative opportunity sought.

6.17. If where a student or a Trainer/Assessor identifies an issue relating to the student's safety that cannot be immediately resolved, the student should be withdrawn from work placement and provided with an alternative opportunity.

Closeout

6.18. Once all work placement requirements have been met, the work placement ceases. Any further engagement between the student and the host employer must be negotiated under voluntary or employment arrangements. The ARARI is involved in this process.

6.19. Post-work placement feedback should be sought from host employers, students, and trainer/assessors

6.20. Required actions from evaluations should be documented in the course area Continuous Improvement Plan.

6.21. Work placement records (the agreement, attendance records and assessment evidence) must be forwarded to the ARARI Student Services Department at the end of training course completion, to be retained for as long as needed and following the ARARI record management procedures.

Incident Reporting

6.22. Trainer/Assessors immediately report any incident directly to the Program Manager responsible for the student and the ARARI Student Services Department as soon as you are notified by the student or host employer, whichever comes first.

- Reporting must be within two days of the incident where possible.

- Please also refer to the guide to reporting incidents and injuries. This guide applied to students, host employers and supervisors, ARARI Program Managers and delegated Trainer/Assessors responsible for a student on a work placement.

Insurance Arrangements

6.23. ARA's insurance arrangements (Public) Liability and Professional Indemnity cover students who have obtained approval to undertake an UNPAID work placement with a host employer ONLY when they have signed a Work Placement Acknowledgement form.

- Students are advised during the pre-work placement arrangement and preparations

6.24. If students are referred to an ARARI training course to undertake an employment service activity, insurance arrangements and combined liability insurance purchased by the Department of Education, Skills, and Employment (DESE) (the Department) *may* cover job seekers and host organisations.

6.25. July 2022 DESE name change to Department of Education, Employment and Workplace Relations (DEEWR)

Reference: Insurance arrangements for Employment Services activities - Department of Education, Skills and Employment, Australian Government (dese.gov.au)

- For the guidelines provided by the Department; the ARA is a host organisation.

6.26. ARARI Program Managers and Trainer/Assessors must follow the ARARI incident reporting processes in the Incident Reporting Form.

- Host employers may opt to apply their processes and procedures.

- A form copy must be collected and forwarded to the student's employment services case supervisor.

- A copy must also be sent to the ARARI Student Services Team.

- If the student is admitted to a medical centre, please ensure that the student records payments and any post-incident expenses.

6.27. Please ensure that all steps for reimbursing personal expenses are followed-up.

6.28. Contact the student employment services client supervisor and advise them of the incident. They will advise you whether the claim should be followed through the Department's policies or a state WorkCover Claim.

6.29. ARA is required to maintain relevant organisational insurance as a requirement of the Standards for RTOs (Clause 7.4 – Hold public liability insurance)

For noting:

In most instances, ARA WorkCover arrangements are used for student reimbursement of out-of-pocket expenses.

Under most state laws relating to workplace injury, a post-secondary student undertaking a practical placement is deemed a 'worker' for worker's compensation purposes.

Furthermore, post-secondary students of ASQA-regulated training organisations or clients injured while undertaking a practical placement are not eligible to claim the relevant state or territorial employment, education, and skills department.

However, students may still be able to claim under another insurance arrangement with a department if they are assessed as eligible by the Department s workers' compensation insurer.