Department		
Retail Institute – RTO (ID 4049)		
Document ID RI_RTO_005	**Title** Student Support and Services – Policy and Procedure *ASQA RTO Standards 2025 – Quality Area 2.3, 2.4 & 2.6*	**Effective** February 2026
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Associated Instrument/s	Nil	
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 (the ARC), via its training division, the ARC Retail Institute (ARC RI), comply with the responsibilities set by law as a nationally Registered Training Organisation (RTO).

1.2. This policy ensures compliance with the Standards for RTOs 2025 Quality Areas:
- Determining training support services, reasonable access to trainers, assessors and other staff
- Disclosure of disability, reasonable adjustments
- Wellbeing support services, identification of student needs, designated support staff

Scholarly note:

RTOs must meet the requirements of the Commonwealth Government's Disability Discrimination Act 1992 and the Disability Standards for Education 2005 (DSE), which require education providers to ensure learners with disability or ongoing health conditions can access and participate in education and training. Section 4(1) of the Disability Discrimination Act 1992 defines a reasonable adjustment as 'an adjustment to be made by a person is a reasonable adjustment unless making the adjustment would impose an unjustifiable hardship on the person'.

2. Scope

2.1. This policy applies to all individuals who must ensure the ARC RI 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 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" Third Party Arrangements/Agents and staff), and
- all ARC RI Directors and the ARC CEO.

3. Related Documents
- Student Wellbeing – Policy and Procedure
- ARC RI Participant Handbook

4. Policy

4.1 The policy ensures ARC RI meets the standard requirements for RTOs to provide students are given support while studying with ARC Retail Institute. Therefore, the ARC RI employs the following principles in its commitment to students enrolled in an accredited training course listed on the ARC Scope of Registration.

    4.1.1 The ARC RI will ensure it seeks both academic and personal support services for students to maximise their study outcomes.

    4.1.2 The ARC RI will ensure support solutions tailored to the needs of student cohorts are considered within all its services.

    4.1.3 The ARC RI will offer effective solutions whether the ARC RI can provide students to ensure that course activities are sufficiently flexible, provide additional support and offer reasonable substitutes within the content of the course where the student cannot participate.

5. Procedures

Pre-Commencement and During Course Delivery:

5.1 ARC Retail Institute aims to provide as much information and educational support services as possible to prospective students before enrolling/commencing any course to ensure a comprehensive understanding of the training course they wish to study.

5.2 Instruments used during the pre-course commencement include but are not limited to:

- Pre-enrolment documents (e.g., course brochures, Participant Handbook, terms and conditions, course information session PowerPoints, etc.)
- The ARC RI Participant Handbook is also maintained and updated on the ARC RI Policies and Procedures pages on the ARC website.
- Diagnostic assessments and other evaluation methods to understand the needs of an individual student or the learner cohort group entering a training course.

5.3 Students are informed about policies relating to Complaints and Appeals, Fees, and Refunds.

5.4 Pre-course information and pre-screening (face to face, phone or online) will assess the student's suitability for the program and course. In addition, students must complete a diagnostic assessment so that a Trainer/Assessor can evaluate their Language, Literacy, Numeracy and Digital (LLND) skills. This approach ensures a student meets the Australian Qualifications Framework (AQF) level of capability for the training course they are enrolling in and for developing individual support plans.

    5.4.1 Space is also given on the LLND Form for the student to freely request any additional support or considerations they feel they may need.

5.5 Reasonable adjustment is used to ensure there is the modification of a workplace environment, training delivery or assessment methods to help students with disabilities or ongoing health conditions to access and participate in study on the same basis as those without disability or ongoing health conditions.

    5.5.1 Flexible scheduling and delivery methods of training may also be offered, in line with the ARC RI's policies and procedures.

5.6 Contextualisation is offered to employers before the start of a training course so they can add information about the operations of their business or organisation into the coursework. Contextualisation helps give more meaning and relevance to the resources if the skills and knowledge they are learning is developed in an employer's context.

5.7 Referrals to mediation and counselling services are offered by engaging with referring organisations to seek out opportunities to support students.

Funding arrangements and their requirements

5.8 ARC RI is contractually required to produce documented evidence of their approach to support services under the contracts where they supply government training service subsidies.

Student Orientation

5.9 At the beginning of a course of study, the participants are given a short orientation, which may include (but is not limited to) the following:
- A tour of the facilities, identifying classrooms, participant areas, kitchen (if applicable), and other relevant areas such as toilets, fire exits, and the restricted regions.
- Information on emergency evacuation procedures.
- Information on how to access the student support services within ARC Retail Institute.

Nominated Student Support Officer

5.10 Whilst all staff employed by ARC RI are primarily responsible for providing support to all participants, ARC RI shall nominate a 'Student Support Officer' who shall be available to all students on an appointment basis, through the standard ARC hours of business.

5.11 Students can access the Student Support Officer directly or via the Student Services Department, and an appointment will be organised as soon as practical.

5.12 Students can contact 'Student Support Officer' by

Phone: 03 8660 3340

Email: training@retail.org.au

Student Support Services Referral List

5.13 The Student Support Officer can provide links to external sources of support where employees at ARC RI are not qualified, or it is in a student's best interests to seek professional advice. All preferred external support services are listed on the Student Support Services Referral List, which the Student Support Officer also maintains.

5.14 A list of Community Support contacts is also displayed on the "Student Support and Wellbeing Information" section in all courses on the ARC RI's online Learner Management System (LMS).