Department		
Retail Institute – RTO (ID_4049)		
Title		**Effective**
Enrolment and Admission – Policy and Procedures		August 2024
Clause 5.1 to 5.3 Informing and protecting students		
Clause 7.3 – Protecting pre-paid fees by students		
Clause 3.5 – Accept and provide credit to students		
Version ID	**Superseding Version**	
No.3	ARA Enrolment and Admission Process - Policy and Procedures_V2	
Approved by	**Next Review**	Once printed, this document
Head of Retail Institute – ARA RI	August 2026	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 ARA RI, 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. The ARA RI, through the application of this Policy, will:

1.1.1. 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.

1.1.2. Guide prospective students on the ARA RI process and procedure of enrolment and admission into government-subsided training.

1.1.3. 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

1.1.4. 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 by agreeing to participate in a training course,

- consider any of their existing skills and competencies deemed valid for a CT.

1.1.5. Ensure that 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), that are needed to participate in a work placement;

- **Student support services** and any associated costs;
- **Fee management information** and student 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 how the ARA RI collects, shares 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

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

1.1.1. CT - Credit Transfer is a process that requires an informal assessment of a student's completed competencies obtained via previous studies so that they can reduce the work they need to do in a training course they are enrolling in.

1.1.2. 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.

1.1.3. 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 due to compulsory requirements in the entry pathway to a course, students are deployed to a work placement to ensure the application of knowledge and skills gained in the classroom.

1.1.4. On-the-job training – is a traineeship pathway where students learn from a work-based setting. In this case, students are employees or trainees in a probationary employment period. Within the workplace, they are exposed to real work situations in order 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.

1.1.5. AQF – the Australian Qualifications Framework

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

1.1.7. VET – Vocational Education and Training

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

- For more information, visit the website: training.gov.au

1.1.9. ARA – Australian Retailers Association

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

1.1.11. USI – the Unique Student Identifier scheme administrated by the USI Registrar.

1.1.12. PII – Personally, Identifiable Information

1.1.13. UoC - Unit of Competency (UoC)

1.1.14. CoA - Certificate of Qualification (CoQ)

1.1.15. SoA - Statement of Attainment (SoA)

1.1.16. NCVER - National Centre for Vocational Education Research

3. Scope

2.1. This Policy applies to all individuals who must ensure that the ARARI complies with the Standards for RTOs and other laws. It also ensures that the ARARI 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" under 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

Participant's Handbook

5. Policy

5.1. Enrolment and admission principles:

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

5.1.1. The ARA 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.

5.1.2. The ARA only enrols domestic students into training courses listed on the ARA Scope of Registration if there is an agreement addressing the delivery conditions of AQF qualifications for issuing CoQ and SoA.

5.1.3. The ARA 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 humanitarian visa, or as guided by the conditions established within a contract arrangement.

5.1.4. The ARA RI will not issue a CoA or SoA until all enrolment entry requirements are received, any training course fees are paid, and all course requirements (assessments and compulsory work placement) are finalised.

Prospective students

5.2. 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.

5.6. Pre-enrolment information will inform students about enrolment requirements and eligibility pre-requisites needed for 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 also 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 exclusively:

- estimated course 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 course withdrawal 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/websites.

5.9.3. Over the phone communication.

5.10. 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

- Signed declarations on the finalisation of enrolment, including the 'NCVER Privacy Statement' and 'Student Declaration' (documents that consent the ARARI to provide PII to the 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.

- Completed Language, Literacy, Numeracy and Digital testing (LLND).

- Completed Traineeship Training Plans 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 ARA.

5.11. The ARA must assess core skill prerequisite requirements for a training course before enrolment, as 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. ARA RI *does not* offer recognition of prior learning (RPL) gained before entering a program.

5.12. The ARA RI 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.

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 ARA RI must ensure that 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 ARA RI 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 ASQA.

6. Procedure

1. The prospective student will complete the digital Enrolment Form for their course via the provided enrolment link. This covers all mandatory information as well as additional identity documents, especially where these are required for state government funding (refer to Enrolment Terms and Condition)

2. The prospective student also completes online Language, Literacy, Numeracy and Digital (LLND) testing to determine if any additional support is needed. In these cases, the facilitator is contacted, and additional arrangements are organised.

3. Prior to the course commencement date, the Student Support Administrators process the student's enrolment, creating a record in the Student Management System.

4. The Student Support Administrators create an additional student record and login on the Learning Management System, allowing the student to participate in classes and complete assessments.
5. If applicable, the Student Support Administrators raise state-specific government funding via their respective portals.
6. Finally, prior the 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).

ARA Retail Institute - Obligations

1. The RTO reserves the right to accept or reject any application for enrolment at its discretion.

2. The ARA RI 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.

Participant Obligations

1. Applications submitted without mandatory evidence will be considered incomplete and may affect your eligibility to enrol in the course and may affect the associated fee.
2. Please also note that your eligibility and value of government funding may be invalid if any information you provide is inaccurate or misleading. Funding cannot be confirmed until all authentication is undertaken by ARA RI using related state government bodies' processes.
3. 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.