



NATIONAL RETAIL ASSOCIATION

STUDENT HANDBOOK



National Retail
Association

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Welcome

Welcome to the National Retail Association

The National Retail Association is Australia's largest and most representative retail industry organisation, servicing more than 20,000 retail and fast food outlets nationwide.

One of the key reasons so many retailers choose the NRA for their long-term training solutions is that we strongly believe that real-world experience is essential to providing practical, relevant training. Unlike other organisations, we hire dedicated retail trainers with real-world retail experience, not external contractors.

Our trainers hold current qualifications or equivalent experience, and maintain their industry currency by:

Working directly in industry

Consulting with industry

Attending industry workshops and seminars

We hope that you will enjoy your time with the National Retail Association (NRA). Whether you are seeking to commence a career in retail or if you are already employed in the industry and you are seeking to upgrade your skills, our trainers are committed to helping you achieve your goals.

The purpose of the Student Handbook is to provide you with all you need to know about our courses and what you may expect during your time with us and the procedures you are required to follow.

Our Commitment

The National Retail Association's commitment is to provide people in the retail industry with comprehensive training to enhance skills and knowledge to better service customers and improve profitability.

National Regulator for the Training sector

Australian Skills Quality Authority (ASQA) is the National regulator for Vocational Education and Training sector. ASQA is responsible for protecting the quality and reputation of the Australian vocational education and training (VET) sector.

As the national vocational education and training (VET) regulator, the role of the Australian Skills Quality Authority (ASQA) includes ensuring that the quality and reputation of Australia's VET system is maintained through effective national regulation. Students, employers, the community and governments need to have confidence in the integrity and credibility of national qualifications issued by registered training organisations (RTOs). Australia's VET system is vital to our economic prosperity, training Australians in the knowledge and skills needed for jobs now and in the future as workplaces are rapidly changed by global competition and new technologies.

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Client Services

About the NRA Training Division

NRA Training develops and delivers training solutions for retailers and their employees to help them grow the skills they need to be successful at work.

The National Retail Association has served the retail industry as a Registered Training Organisation (RTO) for almost 20 years. As a nationally registered RTO, NRA delivers training throughout Australia, including regional areas.

NRA offers a wide range of accredited and non-accredited courses including certificate and diploma qualifications, pre-employment programs, skill set training, retail traineeships and mystery shopping services.

Accredited qualifications are an excellent way to reward and recognise talented employees and develop a career pathway for them through retail organisations. We offer the following accredited qualifications:

Retail

SIR20216 – Certificate II in Retail Services

SIR30216 - Certificate III in Retail

SIR40316 – Certificate IV in Retail Management

SIR50116 - Diploma of Retail Leadership

Hospitality

SIT20316 - Certificate II in Hospitality

SIT30616 - Certificate III in Hospitality

Business

BSB10115 - Certificate I in Business

BSB42615 - Certificate IV in New Small Business

Foundation Skills

FSK10113 - Certificate I in Access to Vocational Pathways

FSK10213 - Certificate I in Skills for Vocational Pathways

FSK20113 - Certificate II in Skills for Work and Vocational Pathways

NRA Code of Ethics

- We will respect the privacy and confidentiality of our students at all times. We will only release information regarding their study and progress to any stakeholder when formally authorised by a signed statement by the student (this excludes release of information to meet government funding requirements).
- We will inform all clients of their rights and obligations and ensure that all information given to them is current, accurate, impartial and consistent.
- We will be sensitive to cultural and social needs of all students.
- We will work closely and cooperatively with employers, students and all other relevant stakeholders as required.
- We will monitor the students' progress regularly, and ensure individual attention to help them achieve the best possible training outcomes.
- We will offer constructive feedback on the student progress, and ensure that the feedback is consistent with all parties in line with confidentiality requirements.
- We will deliver and assess all units as prescribed, either in face to face sessions, classroom session or online, in a manner conducive to best outcomes.
- We will be punctual with appointments and ensure that meetings are made with employers and students for scheduled visits and classroom sessions or provide timely advice if these cannot be met.
- We will conduct business with courtesy and integrity. We will treat all your concerns seriously, and in a timely manner.
- We will be contactable by telephone, facsimile, and email during business hours, and will respond within 24 hours to requests for information or support.

Student rules and responsibilities

Student Participation

Conduct and Behaviour

Students are to treat others with respect and courtesy. Respect others property, well-being and safety and that of the NRA and respect NRA resources and facilities. Students are expected to participate actively and positively in learning, assessment, observations and tasks.

Attendance

Students are required to be punctual whether they are engaged in work-based learning, online learning, or attending training at the premises of the National Retail Association or applicable training venue. Please ensure that you keep training and assessment appointments as pre-arranged with your trainer. Delays in completing training and assessment activities may cause delays in completing training for yourself and others.

Health and Safety

All workplaces, including the NRA, are bound by the Work, Health and Safety Act 2011. Students are required to use common sense and good judgement to ensure that behaviour or actions do not put themselves or others at risk. Any accidents or injuries must be reported immediately to the trainer or workplace supervisor.

If you have a medical condition (e.g. diabetes) that could require emergency treatment please advise your trainer.

Smoking, Alcohol and Recreational drugs

Smoking is not permitted except in areas designated in individual workplaces.

Consumption and/or use of alcohol and recreational drugs is not permitted in training sessions at any time. Any student found to be under the influence of either alcohol or recreational drugs will be excluded from the training session. Re entry to the training program will be at the discretion of the trainer.

Mobile phones

Mobile phones are to be turned off during training sessions. If you are expecting an urgent call, please discuss with your trainer prior to commencement of the training session.

Emergency evacuation of building

It is necessary that you are aware of evacuation procedures for your venues where your training and assessment takes place – this may be your workplace or external training room. Information is required to be displayed and will include evacuation alarms, evacuation procedure, assembly points and safest exit path. Your trainer will go over these with you prior to commencement of training.

Student Absences

If you expect to be absent from a training session, you are required to advise your trainer. Students who miss training sessions are expected to follow up on any training missed.

What you can expect

Access and equity

Language, literacy, numeracy and digital competence assessment– LLND

The LLND assessment is designed to identify students who may find it difficult to achieve the outcomes of the course in the scheduled timeframe and identify the most appropriate learning and assessment strategies for each individual to complete. Where you have been identified with potential support needs, your trainer will discuss options available with you individually.

Student Support

NRA is committed to ensuring the success of each student as they progress through their studies. NRA will make all reasonable efforts to assist and support students to achieve their training completion by drawing from a range of assessment methods to suit the individual where required.

All students are given individual support plans as per the outcome the LLND assessment. NRA trainers ensure students that they are available to students within NRA office hours should the student want to contact their trainer for support.

Reasonable adjustment will be applied to make sure all students are able to participate in education and training. Students will be provided with advice and information on their suitability and any special requirements for a course. These aspects will be discussed prior to enrolling in a program through the LLND process. Where appropriate, reasonable adjustments are considered for the individuals learning needs.

Assessment process and tasks

The trainer informs the students about the assessment process as part of the introduction to a program or course.

Assessment tasks provide the opportunity for students to demonstrate competence in a variety of ways. Written questions and practical demonstrations are an example of how students are assessed by the NRA. Using a range of assessments provides the opportunity for the trainer to gather sufficient evidence to be satisfied that the student has met the performance requirements of nationally recognised competency standards (your trainer/assessor will explain this to you).

To achieve a competency, all assessment tasks must be completed successfully. Each competency may have one or more tasks to complete. All students are granted 2 attempts at each assessment task. You must be competent in all tasks to achieve full competency and be awarded the unit.

If the participant has not successfully completed all the necessary forms of assessment for the unit of competency, they will be required to attempt the assessment for a second time. If they are still unsuccessful in meeting the requirements of one of more of the required forms of assessment for the unit, they will be deemed 'Not yet competent' and not awarded the unit.

A Student can challenge the result of the assessment and be reassessed if necessary.

Students have the right to appeal the assessment outcome. Information on the appeals process can be found later in this handbook.

Training delivery and flexibility

The National Retail Association is committed to providing high quality flexible training through access to qualified trainers with background in the retail sector. In addition, student workbooks assist students in gathering knowledge and provide access to activities to apply skills and knowledge in the work environment. Employers benefit from the ability to ensure the training is relevant to the workplace.

Assessment records

The results of your assessment are stored in the E-learning site and the Student Management System in your personal record.

Qualifications

National Retail Association is able to offer students the following accredited training under Skills Assure Supplier Queensland Government funding. The price listed is for Full Fee for Service, subsidies may apply to some courses for eligible students.

Code	Title	Funding available	FFS Price
*FSK10113	Certificate I in Access to Vocational Pathways	C3G	
*FSK10213	Certificate I in Skills for Vocational Pathways	C3G	
*FSK20113	Certificate I in Skills for Work and Vocational Pathways	C3G	
SIR10116	Certificate I in Retail Services	C3G / *UC (*SQW only)	\$1150
SIR20216	Certificate II in Retail Services	C3G / UC	\$2000
SIR30216	Certificate III in Retail	C3G / UC	\$2200
SIR40316	Certificate IV in Retail Management	HLS	\$2600
SIR50116	Diploma of Retail Leadership	HLS	\$3500
SIT30616	Certificate III in Hospitality	C3G	\$2200

(if you are an NRA member, please contact the training department for member only prices)

C3G – Certificate 3 Guarantee (student contribution fee may apply)

HLS – Higher Level Skills (student contribution fees apply)

UC – User Choice (traineeship)

FFS – Fee for Service (full fee-paying student, not eligible for subsidies)

*RPL (recognition of prior learning) is not available for Foundation skills

Student Enrolment

USI – Unique Student Identifier

What is it?

A USI is for life! And you only need to create it once. It is your individual education identifier. It creates and online record of your training attainments in Australia.

It is mandatory for new and continuing students to hold a USI.

If you are undertaking nationally recognised accredited training you will need a USI before enrolment into a course or program. You will need a USI in order to receive your qualification or statement of attainment.

The National Retail Association can only issue a qualification or statement of attainment to a student if the student has provided a verified USI. To prevent delays in issuing certificates, students are required to supply their USI before or at the time of enrolment.

If you do not already have a USI, you can apply here: <https://www.usi.gov.au/>

You can access the USI site if you have forgotten your USI, need to find your USI, reset your password, to view your transcript and update your details.

Your USI transcript can be used to grant credit transfers.

It is your responsibility to supply your USI as part of the enrolment process.

Note: Even if you enrol with a training organisation to complete only part of a course, a module or a single unit you will still require a USI.

LUI – Learner Unique Identifier

What is it?

If you have attended senior school in Queensland, you will have a LUI. (A LUI is issued by QCAA to young Queenslanders when they are registered for a Queensland Certificate of Education (QCE) during Year 10 or in the 12 months before they turn 16 years old)

If you do not know your LUI, you can find it here: https://studentconnect.qcaa.qld.edu.au/login_lui.html or by contacting the last school you attended.

You will need to supply this number if you are 18 or under at the time of enrolling into a program/course with the National Retail Association.

If you would like to bank credit points towards your QCE, a LUI will be required in our system to upload your data to QCAA.

Mainstream – Certificate level qualifications

On receipt of your intent to enrol in a course with the National Retail Association, you will be contacted by a trainer/assessor who will arrange a time to talk to you and arrange a formal enrolment and induction process.

This will include:

- Course fees and charges

- RPL, LLND (language, literacy, numeracy and digital competence assessment) to assist us with your individual needs
- Course outline, including electives, assessment requirements and timelines
- Eligibility criteria for specific government funding programs

C3G (Certificate 3 Guarantee)

The Certificate 3 Guarantee provides eligible individuals with access to a subsidised training place in an Australian Qualification Framework (AQF) certificate III level qualification with a pre-approved registered training organisation (RTO) otherwise known as a Skills Assure Supplier (SAS).

The government's aim is to assist working-age Queenslanders without a post-school certificate III or higher-learning qualification to complete a nationally recognised certificate III qualification that leads to a job outcome or advancement in the workplace or career progression.

To be eligible for Certificate 3 Guarantee funding, the student must:

- be aged 15 years or older
- be no longer attending high school (A Certificate of Separation may be requested of the student to confirm eligibility)
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen;
- not hold and are not enrolled in a Certificate III or higher-level qualification (Proof of withdrawal or a Statement of Attainment may be requested of the student to confirm eligibility) *not including qualifications completed at school and foundation skills training.*

In addition to the standard eligibility requirements, specific restrictions and/or exemptions may apply to participation in certain subsidised qualifications.

Upon enrolling into an NRA C3G program, the Student accepts that they are no longer eligible for future government subsidised training place under the Certificate 3 Guarantee once they complete a certificate III level vocational qualification.

When enrolling into an NRA course or program in which the student is eligible for subsidised funding, the student acknowledges the following:

- I have been fully informed about the training to be undertaken
- I understand I am entitled to only 1(one) QLD Government Subsidised training place
- I have provided NRA with all required evidence to determine my eligibility
- I agree to pay the fee for service rate if **not** eligible for QLD Government Subsidised training
- I have read and understood the funding factsheet that was provided to me at time of enrolment

For E-Learn based courses and programs the student will need to acknowledge that they are participating in online learning. This acceptance is in the form of an email and will be sent to the student at the time of enrolment.

Applicants eligible for Certificate 3 Guarantee (C3G) are required to make co-contribution payments towards each unit, this fee is on the Program Summary sheet provided to students and in the application process. Fees are provided at both the full qualification rate and by the unit fee.

Students eligible for concession rate must provide concession evidence before or on enrolment to obtain the reduced fee.

As a condition of your enrolment, you will be required to complete a student training and employment survey within three months of finishing or discontinuing your training. This survey will be sent to you on completion or discontinuation of the course.

For more information on Certificate 3 Guarantee, please visit

https://desbt.qld.gov.au/_data/assets/pdf_file/0018/8145/c3g-factsheet-student.pdf

HLS (Higher level skills)

The Higher-Level Skills program provides eligible individuals with access to a subsidised training place in selected certificate IV level or above qualifications and priority skill sets.

The government's aim is to assist individuals to gain the higher-level skills required to secure employment or career advancement in priority industries or to transition to university to further their studies. Employers may also be able to access training to address workforce development needs.

To be eligible for Higher Level Skills funding, the student must:

- be aged 15 years or older
- be no longer attending high school (A Certificate of Separation may be requested of the student to confirm eligibility)
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen;
- not hold and are not enrolled in a Certificate IV or higher-level qualification. *Not including qualifications completed at school and foundation skills training.*

Upon enrolling into an NRA HLS program, the Student accepts that they are no longer eligible for future government subsidised training place under the Higher-Level Skills once they complete a certificate IV level or higher vocational qualification.

When enrolling into an NRA course or program with which the student is eligible for subsidised funding, the student acknowledges the following:

- I have been fully informed about the training to be undertaken
- I understand I am entitled to only 1(one) QLD Government Subsidised training place
- I have provided NRA with all required evidence to determine my eligibility
- I agree to pay the fee for service rate if **not** eligible for QLD Government Subsidised training
- I have read and understood the funding factsheet that was provided to me at time of enrolment

For E-Learn based courses and programs the student will need to acknowledge that they are participating in online learning. This acceptance is in the form of an email and will be sent to the student at the time of enrolment.

Applicants eligible for Higher Level Skills (HLS) are required to make co-contribution payments towards each unit, this fee is on the Program Summary sheet provided to students and in the application process. Fees are provided at both the full qualification rate and by the unit fee.

Students eligible for concession rate must provide concession evidence before or on enrolment to obtain the reduced fee.

As a condition of your enrolment, you will be required to complete a student training and employment survey within three months of finishing or discontinuing your training. This survey will be sent to you on completion or discontinuation of the course.

For more information on the Higher-Level Skills program, please visit:

www.desbt.qld.gov.au/training/providers/funded/higher-level-skills

User Choice – Trainees

Upon receipt of the SRTTO form nominating the National Retail Association as the Supervising Registered Training Organisation (SRTTO), a trainer/assessor from the National Retail Association will contact you and your employer to arrange a time to conduct a formal enrolment and induction session.

The induction process will go over all the requirements and information that you need about the traineeship and you will have time to ask questions so you are sure about traineeship you are entering.

In consultation with you and your employer, the trainer/assessor will develop a training plan, which sets out the core competencies and electives that comprise your course. The training plan will be signed by yourself, your employer, the trainer/assessor and, if you are still at school, a parent and your school supervisor.

You will be requested to complete a (LLND) Language, literacy, numeracy and digital competence test so that the trainer/assessor can determine if you may need support to reach your learning goals.

RPL process

Everyone is entitled to apply for Recognition of Prior Learning (RPL). This recognition encompasses prior learning, work skills and experience. RPL is a process that assesses your competency, acquired through formal and informal learning to determine if you meet the requirements for the units of study.

It is important to have this conversation with one of our trainers before you start your study.

To be granted RPL, through the evidence provided by the student the assessor must be able to deem the student competent in all areas of the unit as per the RPL assessment process. An assessor must ensure the evidence is; authentic, valid, current and sufficient. Your skills will be assessed against industry standards.

You can use a variety of documentation to apply for RPL. This includes but is not limited to:

- Records of completed training
- Assessment items and records
- Declaration from your employer

You may be asked to:

- Perform tasks or jobs (observation)
- Talk about and explain how you do those jobs (competency conversation)
- Provide samples of your work

Where a student does not meet all the requirements to be granted RPL, gap training will be provided to complete the qualification.

Credit Transfer (national recognition)

The National Retail Association recognises the qualifications and statements of attainment issued by all other Registered Training Organisations for nationally recognised training delivered anywhere in Australia. Where it is identified on enrolment that you have completed identical unit/s of competency, you will be granted credit.

You must provide a certified copy of the qualification or statement of attainment (which list units achieved) or a USI transcript at the time of enrolment. Where you cannot produce a certified copy of the documentation required, credit will NOT be granted.

Fees

C3G

What is a co-contribution fee?

Subsidised training is provided by the Queensland government and a contribution to the cost of training and assessment services must be made by students undertaking a certificate III level vocational qualification, priority skills set and non-concessional students undertaking certificate I and/or II level vocational qualifications, as per the C3G Program Policy.

Fees will be invoiced to the student, employer or 3rd party, the NRA cannot pay the fee for a student or waive the fee for an SAS program or course.

The only exceptions to the fee condition are:

- SQW participants – this training is provided fee-free to students with any additional costs met through SQW funding
- Queensland Year 12 graduates undertaking high priority qualifications
- VETiS students – this training is provided fee-free to students with any additional costs met by the school
- Foundation skills – this training can be provided fee-free to students, as determined by the National Retail Association
- Lower-level vocational qualifications for concessional students, as determined by the National Retail Association

Each course, program, skill set or unit of competency offered has a course fee attached.

Fees for each qualification differ and start from \$50 for concession rate. Please contact NRA training team for more information: training@nra.net.au or 1800 732 066

HLS

What is a co-contribution fee?

The Queensland Government subsidises training and a contribution to the cost of training and assessment services must be made by students undertaking a certificate IV level or above qualifications as per the Higher Level Skills program policy.

User choice

Students completing traineeships funded under User Choice arrangements are required to pay student contribution fees of \$1.60 per nominal hour for each unit of competency completed, including units that are assessed through a Recognition of Prior Learning (RPL) process. These fees will be invoiced to the student, employer or third party (unrelated to the PQS/SRTO) and are to be paid in advance upon enrolment.

Some students may be eligible for partial exemption of tuition fees. This concession rate is 40% of the student contribution fee and is based on eligibility; students must provide sufficient evidence of falling into one of the following categories:

- A student is or will be under 17 at the end of February in the year in which the training is provided and they have not yet completed year 12;

-
- A student who holds a health care card or pensioner concession card or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;
 - A student provides an official notification that the student, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
 - A student who has identified as an Aboriginal or Torres Strait Islander person.

Fees for students completing traineeships not funded under User Choice arrangements are built into the fees paid by the employer.

User Choice – School based trainees

A school-based trainee is exempt from paying all fees.

RPL

The student will be invoiced a fee as per the fees schedule. It includes the application, consultation with the assessor and RPL assessment. There may be some areas where the evidence is not sufficient and gap training will be offered to gain full competency in the unit. In this instance, a training plan and cost will be discussed with the student.

FFS

NRA will not collect more than \$1500 in course fees in advance of any program or course, students will be offered a payment plan for fees in excess of \$1500.

Credit Transfer

There are no fees against credit transfers.

Resource Fees

Cost for training and assessment resources are payable on enrolment, material fees are itemised on the Employer Contribution form. (NB. Trainees are excluded from material fee charges)

Reprint fee – Certificate or Statement of attainment

Should a student request a new copy of their certificate or statement of attainment the student will incur a \$15.00 fee.

For students that do not complete a full qualification, they will not incur a fee for the statement of attainment to be produced.

Payment terms

All fees will be invoiced on enrolment, enrolment must be processed before the commencement of any program, course or RPL process. Students with fees in excess of \$1500 will be entered into a payment plan schedule.

All fees must be paid in full prior to the completion of a course.

NRA standard payment term is 7 days. The following methods of payment are accepted:

- bank deposit (details are listed on the invoice)
- credit card (details listed on the invoice, surcharges may apply)

Training delivery

COVID-19

The National Retail Association RTO, as part of continuous improvement, has implemented COVID-19 safe practices into their Training and Assessment Strategies (TAS). This ensures the quality of training is maintained considering restrictions on travel and social distancing in response to COVID-19. This includes the creation of an e-Learning platform using a web application specifically designed to provide online training and support, and identification of individual learner training requirements. This allows the RTO to monitor learners, irrespective of location, throughout the training and assessment process.

E-Learn – Online platform

Students have access to training and assessment resources for online, blended, or face-to-face delivery via the online learning platform and zoom sessions with our trainers.

NRA records live training sessions which are accessible to learners who are unable to attend sessions.

If additional support is required outside of structured delivery times, our trainers are available for one-on-one support.

Trainees

For most National Retail Association students, training and assessment is undertaken at the workplace. If you are a contracted trainee, the enrolment process will include arrangements with your employer for releasing you from normal work duties so you can complete your training obligations in accordance with your training plan.

Training progress visits for trainees

Training visit appointments will be organised by your trainer and arranged for times to suit your work obligations. If you need to cancel a visit for any reason you are required to contact your trainer as soon as you can.

If the National Retail Association trainer needs to cancel a visit, you will be advised a minimum of 24 hours prior to the appointment.

As a trainee, you will be required to keep a Training Record book to record your learning experience in the workplace. Your training record book is checked and signed off by your employer on a regular basis. Your trainer will ask to see the training record book at workplace visits.

**COVID-19 adjustment – due to the current situation, all trainee visits have been replaced with virtual visits via zoom.*

Qualifications and statements of attainment

USI

Prior to any qualification or statement of attainment being issued a student must provide the NRA with their USI. Students can apply for their USI, or access their USI records, by using the following link:

<https://www.usi.gov.au/>

The privacy of individuals in the USI initiative is protected under the *Student Identifiers Act 2014* and the *Privacy Act 1988*.

Under the *Student Identifiers Act 2014* and *Student Identifiers (Exemptions) Instrument 2014*, training organisations are not allowed to issue a qualification or statement of attainment unless the student has a USI or the student.

Please note: if a student does not supply their USI and there is no USI attached to their profile in the Student Management System, National Retail Association is not permitted to produce a qualification certificate or statement of attainment.

Issue of qualification

The National Retail Association will issue a Qualification to students who have fulfilled the requirements of the course for which they are enrolled. The qualification is a nationally recognised document with a unique identifying number. It is accompanied by a list of all competency units achieved. Store your qualification in a safe place. In the future, you may need to provide a certified copy of your qualification when applying for a job or seeking to enrol in further training.

Issue of statement of attainment

A Statement of Attainment is issued to a student who partially completes a course. The Statement of Attainment will list the competency units achieved. The Statement of Attainment is also a valuable document which should be stored safely for any future time when you may be asked to provide a certified copy.

Replacement qualification or statement of attainment

A replacement Qualification or Statement of Attainment is available on request. A flat fee of \$15 applies.

To issue a replacement Qualification or Statement of Attainment, proof of Identification will be required.

Student feedback

Training and assessment feedback

Your feedback is important because it helps to identify training and assessment issues and it gives the National Retail Association opportunities for improvement.

Please provide feedback on completion of the training. Your trainer will provide you with the feedback forms or website link.

Student survey

Students that participate in Queensland Government Funded programs will be required to submit a survey. This mandatory survey will be supplied by the NRA to the student at the completion or withdrawal of a course/program.

Students will also be invited to participate in an anonymous AQTF Learner Questionnaire at the completion of a course/program. While this questionnaire is voluntary, ASQA appreciates feedback from students. Your feedback plays an important role in developing the quality of yours and others education.

Complaints

We would also like to hear from you if you have a complaint about any aspect of your relationship with the National Retail Association. It is important that your complaint is in writing, however there is no particular form provided for this. Please first discuss your complaint with your trainer who may be able to resolve the matter. If the trainer can't resolve the matter it will be referred to the Training Manager.

If you feel that you cannot discuss the issue with your trainer, please either contact, the Training Manager directly on 07 3240 0100 or send your complaint to: The Training Manager, PO Box 48, Spring Hill Qld 4004.

Appeals

Students who do not agree with an assessment decision have the right to appeal. Appeals are to be lodged on the Assessment Result Appeal form within fourteen days of the assessment being completed and marked by the assessor. An Appeal form can be requested from your trainer.

The Assessment Result Appeal form is to be submitted to the Program Manager at National Retail Association, PO Box 48, Spring Hill Qld 4004. A decision on the appeal will be made within seven days and you will be informed of the decision via written correspondence.

Policies and important information

LUI

Queensland's [Information Privacy Act 2009](#) (the IP Act) sets out rules about how and when personal information is collected, stored, used and given out and includes rules about who can view personal information, and where and how it must be stored.

NRA Refund Policy

Clients will receive a full refund of fees paid, and there will be no administration charge in the event that the course is cancelled by the National Training Association.

The NRA will make every effort to complete the training and/or assessment once the student has commenced study in their chosen qualification or course.

For fee payment arrangements involving an enrolment fee followed by a number of monthly payments, a full refund of the enrolment fee and resources fee (less an administration fee of \$100) will apply if students withdraw before the first training session takes place and resource materials are returned unopened.

For fee payment arrangements involving an enrolment fee followed by a number of monthly payments, refunds do not apply if a student withdraws for any reason after training has commenced. Students are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring.

A refund of User Choice Student Contribution Fees will apply for training that has not commenced at the time of cancellation of enrolment. Where a student has commenced a unit of competency but withdrawn prior to completion, no refund will apply.

The User Choice Employer Contribution initial fee payment on enrolment is non-refundable. A refund of a proportion of the Employer Contribution will apply for training that has not commenced at the time of cancellation of the enrolment.

Applying for a refund

To apply for a refund, employers or students can contact the trainer or the National Retail Association on (07) 3240 0100 to request a withdrawal/cancellation form. The Training Manager will consider the application and advise the employer or student within 5 working days of receipt of the completed form. The decision as to whether the employer or student will receive a refund or partial refund will be made based on the ground for refunds specified above.

Assessment Policy

To achieve a successful outcome in a unit of competency students are required to be assessed against the required skills, knowledge and critical aspects listed in the corresponding unit of competency in the appropriate Training Package.

Further information on the details of each qualification or unit can be found at www.training.gov.au

Assessment methods:

- *Written questions* – a range of short answer questions

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- *Observations* – a set task to be completed within a workplace or simulated environment to industry standards
 - *Tasks* – completion of an activity based on a specific set of instructions or scenario
 - *Competency Conversation* – one on one questioning to assess understanding of industry requirements and previous experience
 - *Evidence Portfolio* – a collection of evidence based on on-the-job activities and third-party reports

Students are required to satisfactorily complete all Assessment Methods listed on the assessment front cover to be deemed competent. However, if you are aware of any barriers that may impact or hinder your ability to complete any assessment please discuss this with your assessor prior to commencing.

The assessment must be a students' own work and completed within required timelines designated by the assessor.

At the completion of the assessment the student will be provided with feedback and an opportunity to rectify any errors, therefore providing the student two attempts at all assessment if required.

NRA policy for assessment states:

“If the participant has not successfully completed all the necessary forms of assessment for the unit of competency, they will be required to attempt the assessment item for a second time. If they are still unsuccessful in meeting the requirements of one of more of the required forms of assessment for the unit, they will be deemed ‘Not yet competent’ and not awarded the unit.”

Students may appeal their assessment result within fourteen (14) days of receiving their official “Not yet competent” outcome.

Compliance with legislation

Further Education & Training Act 2014

The purpose of this Act is to establish and maintain a system for the effective and efficient provision of high-quality vocational education and training to meet the immediate and future needs of industry and the community.

Work Health and Safety Act 2011

The main object of this Act is to provide a balanced and nationally consistent framework to secure the health and safety of workers and workplaces.

Sex Discrimination Act 1984

An Act relating to discrimination on the grounds of sex, marital status, pregnancy, potential pregnancy, family responsibilities or involving sexual harassment.

Sexual Harassment is defined as: unwelcome behaviour, which is sexual by physical contact or by implication. The National Retail Association does not condone sexual harassment and appropriate action will be taken should an incident occurs.

Anti-Discrimination Act 1991

The purpose of this Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation.

Racial Discrimination Act 1975

The Racial Discrimination Act 1975 aims to ensure that people of all backgrounds are treated equally and have the same opportunities. The Act also makes discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Disability Discrimination Act 1992

The Disability Discrimination Act 1992 promotes the rights of people with disabilities in areas such as housing, education and the provision of goods and services.

Privacy Act 1988

The objective of this principle is to ensure that Australian Privacy Principle's (APP) entities manage personal information in an open and transparent way.

Glossary

AQF (Australian Qualifications Framework)

The AQF is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

One of the key objectives of the Australian Qualifications Framework is to facilitate pathways to, and through, formal qualifications.

ASQA (Australian Skills Quality Authority)

The Australian Skills Quality Authority is the national regulator for Australia's vocational education and training (VET) sector.

Certificate 3 Guarantee (C3G)

C3G is a Queensland government funded program administered by DESBT to support eligible individuals to complete their first post-school certificate III level qualification and increase their skills to move into employment, re-enter the workforce or advance their career.

Competency

The consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Compliance

Compliance is reached when requirements of the VET Quality Framework or Standards for VET Accredited Courses have been met.

Co-contribution fee

The non-government financial contribution to the cost of the training and assessment services provided by the SAS (National Retail Association) – the fee is paid to the SAS.

DESBT (Department of Employment, Small Business and Training)

The Queensland State Government Department that oversees VET training for our state. DESBT administer various funding programs including VET and User Choice programs.

The Department recognises the important relationship between employment outcomes, strong small businesses and a skilled workforce to the wellbeing of Queenslanders and their communities.

LUI (Learner Unique Identifier)

A LUI is a 10-digit number issued to school students when they are registered for a Queensland Certificate of Education (QCE) during year 10.

A LUI allows a student to bank credits towards obtaining their Queensland Certificate of Education.

Mode of Delivery

The method adopted to deliver training and assessment, including online, distance, or blended methods.

Nominal supervised hours

Nominal (supervised) hours represent the supervised structured learning and assessment activity required to sufficiently address the content of each unit (acknowledging that progress can vary between learners).

Qualification

Formal certification, issued by a relevant approved body, to recognise that a person has achieved learning outcomes or competencies relevant to identified individual, professional, industry or community needs.

QCE (Queensland Certificate of Education)

The Queensland Certificate of Education (QCE) is the certificate awarded to students completing their secondary schooling in Queensland usually at the end of year 12. Students who do not complete year 12 and not issued a QCE, are still eligible to bank points towards gaining their QCE through VET programs.

SAS – Skills Assured Supplier

A registered training organisation pre-approved by the department to deliver publicly funded training and assessment services for a program in Queensland (the National Retail Association is an SAS).

SRTO (Supervised Registered Training Organisation)

Supervising registered training organisations are registered training organisations who deliver training and assessment services to an apprentice or trainee under a training contract.

Statement of attainment

Issued by an RTO to certify the completion of one or more units from a VET qualification, or the completion of an accredited short course or skill set.

RPL (Recognition of prior learning)

An assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

VET (Vocational education and training)

Australian Vocational education and training (VET) is based on partnership between governments and industry. VET is learning that directly relates to getting a job.

VET accredited course

A course accredited by the VET regulator in accordance with the *Standards for VET Accredited Courses 2012*.

Qualification

A testamur given to a person confirming that the person has achieved learning outcomes and competencies that satisfy the requirements of a qualification recognised under the Australian Qualifications Framework.

User Choice

The User Choice program provides public funding to registered training organisations for the delivery of accredited, entry-level training to apprentices and trainees.

Traineeship

Employment-based training declared by the department to be a traineeship.

Training Contract

A national apprenticeship/traineeship Training Contract, which forms a legally binding agreement between an employer and employee for the training of apprentices and trainees leading to a nationally recognised qualification.

USI (Unique Student identifier)

An account or reference number issued by the USI Registrar that uniquely identifies an individual undertaking nationally recognised training over their lifetime. The USI allows collation of an individual's educational attainments for analysis and research purposes while protecting individual privacy.

References

ASQA – <https://www.asqa.gov.au/>

DESBT - <https://desbt.qld.gov.au/>

Queensland Government - <https://www.qld.gov.au/>

Training - <https://training.gov.au/>