



National  
Retail  
Association

# STUDENT HANDBOOK



## 1. Welcome to the National Retail Association

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.

### NRA code of ethics

- We will respect the privacy and confidentiality of our students at all time. 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 appointments 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.

## 2. Student enrolment

### 2.1 Traineeships

Upon receipt of the form nominating the National Retail Association as the Supervising Registered Training Organisation (SRTO), 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 all the time you need to ask questions so you are sure about the 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 language, literacy and numeracy test so that the trainer/assessor can determine if you may need support to reach your learning goals.

### 2.2

#### Mainstream students (non-traineeships)

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 meet with you and arrange a formal enrolment and induction process.

This will include:

- Course fees and charges
- RPL, LLN test, language, literacy & numeracy test to assist us with your individual needs
- Course outline, including electives, assessment requirements and timelines
- Eligibility criteria for specific government funding programs



## 2.3 Student records

The National Retail Association uses the Job Ready database to store student records and to meet government reporting requirements. The National Retail Association complies with current Privacy Legislation and information recorded will only be used for the purpose of recording data and results. You are able to access your own records through your trainer.

## 2.4 Changes to enrolment information

The National Retail Association needs to keep all student records up to date. Should you cancel a course, change your name, address or other information during the period of your training; please contact our office on (07) 3240 0100 or your trainer on the phone number or email address provided.

## 2.5 Language, literacy and numeracy test (LLN)

The LLN test 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.

# 3. Training delivery

## 3.1 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.

## 3.2 Training delivery (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.



### 3.3 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.

## 4. Student participation

### 4.1 Attendance

Students are required to be punctual whether they are engaged in work-based 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 to completing training for yourself and others.

### 4.2 Health and safety

All workplaces, including the National Retail Association, are bound by the Work, Health and Safety Act 2011. Students are required to use common sense 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 treatments please advise your trainer.

### 4.3 Smoking and alcohol

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

Consumption of alcohol is not permitted.



#### **4.4 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.

#### **4.5 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.

#### **4.6 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.

### **5. Assessment**

#### **5.1 Assessment Tasks**

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 National Retail Association. 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).

#### **5.2 Assessment records**

The results of your assessment are stored in the Job Ready database in your personal record.

#### **5.3 Recognition of prior learning (RPL)**

Recognition of Prior Learning means that you may be able to receive recognition for prior learning that you have acquired through other studies, training, and/or experience at work or from everyday life. During enrolment, your trainer will advise of the RPL application



process, for any application of RPL, this application must take place prior to the commencement of your accredited units / course.

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

## 5.5 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. The Assessment Result Appeal form is to be submitted to the Program Manager at National Retail Association, PO Box 1544, Coorparoo DC Qld 4151. A decision on the appeal will be made within seven days and you will be informed of the decision via written correspondence.

# 6. Students fees and refunds

## 6.1 Student fees

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 are to be paid in advance upon enrolment.

Some students may be able to claim a 60% exemption from paying tuition fees where they 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.

## 6.2 Job seeker training program funding fees

The cost to participate in this course is subject to available Government funding eligibility.

For applicants eligible for **SQW Skilling Queenslanders for Work**:

Student Co-contribution:

On meeting the SQW eligibility criteria, there is no Co-contribution Fee. The Skilling Queenslanders for Work project is proudly funded and supported by the Queensland Government.

## 6.3 Certificate 3 guarantee funding fees

For applicants eligible for **C3G Certificate 3 Guarantee**:

Student Co-contribution:

**SIR30216 Certificate III in Retail** (Applicants must meet eligibility criteria.)

Concessional Student \$15.40 Total Co-contribution Fee / \$1.10 Per Unit Co-contribution Fee.

Non-Concessional Student \$56.00 Total Co-contribution Fee / \$4.00 Per Unit Co-contribution Fee.

To find out if you are eligible, call our Training Hotline, 1800 732 066.



## 6.4 Higher skills funding fees

For applicants eligible for **Higher Skills Funding**:

Student Co-contribution:

**SIR40316 Certificate IV in Retail Management** (Applicants must meet eligibility criteria.)

Total Contribution Fee \$275.00.  
(\$25.00 Per Unit Co-contribution Fee - 11 units within qualification)

**SIRR50116 Diploma of Retail Leadership** (Applicants must meet eligibility criteria.)

Total Contribution Fee \$300.00.  
(\$30.00 Per Unit Co-contribution Fee - 10 units within qualification)

To find out if you are eligible, call our Training Hotline, 1800 732 066.

## 6.5 User Choice funding

For applicants eligible for **User Choice funding**:

Student Contribution Fees \$1.60 Per nominal hour per completed unit of competency.

To find out if you are eligible, call our Training Hotline, 1800 732 066.

## 6.6 Fee for Service arrangements

Fee for service arrangement fees are dependent upon the qualification sought and delivery mode to be delivered.

To find out more about fee for service arrangements, call our Training Hotline, 1800 732 066.



## 6.7 Resources 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)*

## 6.8 School-based trainees

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

## 6.9 National Retail Association 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.

## 6.10 Applying for a refund

To apply for a refund, employers or students can contact the trainer or contact the National Retail Association on (07) 3240 0100 to request



a form. The Training Manager will consider the application and advise the employer or student within 5 working days of receipt. 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.

## 7. Qualifications and statements of attainment

### 7.1 Unique student identifier (USI)

Prior to any qualification or statement of attainment being issued a student must either provide the NRA with their USI or permit the NRA to apply on their behalf. The mandatory information required is your city and country of birth and ID documents that meet the national requirements

- Driver Licence – state of issue
- Medicare card – number, individual reference, colour and expiry date
- Australian Passport
- Non-Australian Passport + VISA
- Immigration card
- Or you can also apply yourself by accessing the following link:  
<http://usi.gov.au/Pages/default.aspx>

### 7.2 Learner unique identifier (LUI)

Prior to any qualification or statement of attainment being issued a student who is under the age of 18 must provide the NRA with their LUI.

This information can be sourced from the school last attended.

### 7.3 Issue of qualifications

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. Once you receive your qualification you are advised to store it 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.



## 7.4 Issue of statements 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.

## 7.5 Replacement qualifications or statements 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.

# 8. Student feedback

## 8.1 Training and assessment feedback

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

You are asked to provide feedback on completion of the course. Your trainer will provide you with the feedback forms or website link for the survey.

## 8.2 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. But there is no special 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 direct on 07 3240 0100 or send your complaint to: The Training Manager, PO Box 1544, Coorparoo DC Qld 4151.



## **9. Compliance with legislation**

### **9.1 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.

### **9.2 Work Health and Safety Act 2011**

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

### **9.3 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.

### **9.4 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.

### **9.5 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.

### **9.6 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.



## 9.7 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.



**THREE OFFICES NATIONWIDE**

**1800 732 066**

**QUEENSLAND HEAD OFFICE**

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Coorparoo QLD 4151

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**NEW SOUTH WALES**

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