ARA RETAIL INSTITUTE – ONLINE SERVICE STANDARD

The Australian Retailers Association (ARA) via its training division, the ARA Retail Institute, offers a range of programs that can be delivered partly or wholly online. We are committed to providing a quality learning experience for students studying online. These online service standards explain our commitment to you in the following key areas:

ARA RETAIL INSTITUTE – CONTACT DETAILS	
Phone	1300 368 041 (press Option 5)
Fax	03 8660 3339
Email (any training queries)	training@retail.org.au
Email (any student queries)	students@retail.org.au
Operating Hours	Monday - Friday 9:00AM - 5:00PM

STUDENT SUPPORT

The ARA Retail Institute will offer the following support to students studying any aspect of their programs online:

Supports for students, including administrative support.

- Available by phone and email between 9:00am and 5:00pm Monday to Friday.

- Will reply to queries within 48 hours.

IT support helpdesk for technical queries

- Available by phone and email between 9:00am and 5:00pm Monday to Friday.

- Will reply to queries within 48 hours.

Training and assessments queries

- An ARA trainer and assessor will be available for queries about learning and assessment by phone, email and text message between business hours Monday to Friday for the duration of the program/subject (or any reasonable hours discussed previously with your trainer/assessor)

- They will make every reasonable effort to reply to queries within 24 hours and return assessments to students within 7 days.

- There will be no more than 20 students per trainer/assessor for each program.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

The ARA Retail Institute conducts a comprehensive "Information Session and Pre-Training Review" exercise for all prospective students. This process determines whether a program is appropriate and suitable for their individual needs and determines their ability to achieve a qualification. This includes an assessment of their digital literacy by:

- Asking students to do a self-declaration within pre-screening process on the comfort level utilising technology as well as the availability equipment to undertake course online.

- Reviewing the pre-screening outcomes and making recommendations about whether the program is suitable for a student and identifying additional learning support where required.

The ARA Retail Institute uses Moodle as a learning management system (LMS) to host the course resources and assessment materials.

For online interactive / synchronous delivery, ARA Retail Institute utilise Zoom or Microsoft Teams software. However, other online learning platforms may be utilised upon agreement with respective student or business.

The following are the minimum information technology requirements to enable optimal access to the LMS are as follows:

- A device with a minimum of 8GB memory and 1.5GHz processor.

- Microsoft Windows 8 and above or Mac OS version 10 and above.

Web-based content is available on handheld devices, including mobile phones and tablets.

The trainer run introductory course during the first session for student to get familiar with the learning management platform.

LEARNING MATERIALS

The ARA Retail Institute ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content

- Graphics

- Video

- Audio

- Interaction through discussion forums and webinars.

The principles of the Web Content Accessibility Guidelines apply to our learning materials by ensuring that they are: perceivable, operable, understandable and robust. (https://docs.moodle.org/39/en/Accessibility)

For more information https://www.w3.org/WAI/standards-guidelines/wcag/

STUDENT ENGAGEMENT

The ARA Retail Institute provides an online learning experience that is engaging and interactive. We will monitor student participation and to assist with their continuous progress with coursework.

Collaborative learning opportunities will be provided so that students can interact with peers, through:

- discussion forums

- breakout rooms

- chat groups

Ongoing feedback will be provided through:

- interaction with trainers/assessors in informal discussion forums

- In response to individual queries and in relation to the tasks you complete.

Students will be contacted if there are no submission or activities within a certain timeframe based on the course, they enrolled in.

Students will be deemed to have withdrawn from the program if you:

- did not attend / absent for a consecutive 3 sessions of the course without any notice: or;

- have not logged on within 10 weeks of the program commencement date; and

- After making five attempts at contact, you do not reengage with us.

MODE AND METHOD OF ASSESSMENT

A minimum of two forms of assessment will be used for each subject.

Forms of assessment will include:

- Knowledge questions
- Case studies
- Role Play
- Demonstration of practical skills.

We will use video technology to demonstrate your competency in practical skills.

ARA RETAIL INSTITUTE – TRAINER AND ASSESSOR, OR FACILITATOR

All trainers and assessors delivering online programs at the ARA Retail Institute are experienced in online delivery and have undertaken professional development in online delivery, which includes:

- Various courses in online training

- Participating in a staff reference group of online trainers, and assessors who meet and share ideas for improvement.

- Mentoring sessions with subject matter expert.

For more detailed information, please refer to **PARTICIPANT HANDBOOK:**

https://www.retail.org.au/rto-information