

11319NAT

Graduate Diploma of Restructuring, Insolvency and Turnaround

Student Information Guide 2026

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1. Welcome

Welcome to the Australian Restructuring Insolvency and Turnaround Association (ARITA) and thank you for choosing to undertake your studies with us.

At ARITA, we are committed to delivering high-quality, practical education that reflects the real demands of working in restructuring, insolvency and turnaround. Education and continuous professional development are core to who we are – as outlined in our constitution, we exist “to provide innovative training and education, and to promote the study of corporate and personal insolvency, restructuring, and turnaround practice and law.”

ARITA’s ambition is to lead and support appropriate and efficient means to expertly manage financial recovery. One of the ways we do this is by offering industry-developed training that combines legal and financial rigour with ethical and professional excellence.

As a Registered Training Organisation (RTO: 46437), ARITA is proud to offer the 11319NAT Graduate Diploma of Restructuring, Insolvency and Turnaround, a nationally accredited course that meets the highest standards of vocational education under the Australian Qualifications Framework (AQF). It’s designed specifically for professionals like you – people already working in the field who are ready to advance their careers, deepen their technical capabilities, and contribute to the future of the industry.

Your decision to enrol demonstrates a commitment to your development and to the high standards expected of practitioners in this industry. We are proud to support you on this path, and we wish you every success in your studies and beyond.

Best regards



John Melliush
Chief Executive Officer
Australian Restructuring Insolvency and Turnaround Association

About this guide

This Student Information Guide is designed to support your learning journey in the 11319NAT Graduate Diploma of Restructuring, Insolvency and Turnaround delivered by ARITA. It outlines key information about how we operate as a Registered Training Organisation (RTO), what you can expect from your course, and the policies and procedures that apply to you as a student.

Whether you are just starting or looking for a quick reference along the way, this guide will help you understand your rights, responsibilities and the support available to you throughout your studies.

Each student is responsible for knowing and complying with the information relevant to their enrolment, as well as ARITA's policies and rules.

About ARITA

The Australian Restructuring, Insolvency and Turnaround Association (ARITA) represents professionals who specialise in the fields of restructuring, insolvency and turnaround. The association has more than 2,300 members and subscribers including accountants, lawyers and other professionals, who work in the field of restructuring, insolvency and turnaround.

As a not-for-profit professional association, ARITA operates for the benefit of its members. Around 84% of Registered Liquidators and 84% of Registered Trustees choose to be ARITA members.

ARITA's ambition is to lead and support appropriate and efficient means to expertly manage financial recovery. This is achieved by providing innovative training and education, upholding world class ethical and professional standards, partnering with government and promoting the ideals of the industry to the public at large.

ARITA also engages in thought leadership and public policy advocacy underpinned by our members' knowledge and experience.

11319NAT Graduate Diploma of Restructuring, Insolvency and Turnaround

The 11319NAT Graduate Diploma of Restructuring, Insolvency and Turnaround is a nationally accredited course designed to equip professionals with the legal, financial and ethical skills required to operate at a senior level in restructuring, insolvency and turnaround roles. Developed and delivered by ARITA, the course sets the benchmark for advanced education in this specialised and high-demand industry.



The qualification provides in-depth knowledge of the options available to financially distressed individuals and corporations, covering both formal insolvency law and informal mechanisms for resolving financial distress. Graduates will be equipped to use innovative skills to lead complex engagements, manage financial recovery processes, and advise stakeholders on appropriate and commercially sound solutions.

Two of the five units within this qualification – ARITA Advanced Certification units – align with the educational requirements under the *Insolvency Practice Rules (Bankruptcy) 2016* and ASIC's *Regulatory Guide 258*. These units also meet the educational eligibility criteria for ARITA Professional Membership, providing a clear and credible pathway toward industry recognition and registration as a Registered Liquidator or Registered Trustee. Their inclusion ensures the course remains directly aligned with industry expectations while offering students an accessible and flexible entry point into postgraduate education.

Commitment to high-quality training and student success

ARITA is committed to delivering practical, high-quality education that reflects the standards and expectations of the restructuring, insolvency and turnaround industry. As a Registered Training Organisation, we ensure that all training is aligned with industry needs, complies with the requirements of the Australian Qualifications Framework (AQF), and meets national *Standards for Registered Training Organisations (RTOs)*.

Our qualification is developed in close consultation with senior practitioners and subject matter experts to ensure that the knowledge and skills you gain are immediately applicable in the workplace. We place a strong emphasis on ethical decision-making, technical accuracy and critical thinking – attributes essential to success in this industry.

Through high-calibre trainers, rigorous assessments and a strong support framework, ARITA is focused on helping students not only meet course requirements but excel in their careers.

We are committed to continuous improvement, regularly reviewing course content, delivery and outcomes to maintain relevance, rigour and alignment with industry needs.

2. Provider Details

ARITA as a Registered Training Organisation (RTO)

ARITA is proud to operate as a Registered Training Organisation (RTO), accredited by the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011. As an RTO, ARITA is authorised to deliver training, conduct assessment and issue qualifications that are nationally recognised under the Australian Qualifications Framework (AQF). You can view ARITA's registration details at www.training.gov.au

ARITA is committed to maintaining the highest standards in the quality and integrity of its training and assessment services. We comply with the Standards for Registered Training Organisations (RTOs) 2025, which form part of the VET Quality Framework. To support this, we operate a robust quality management system underpinned by comprehensive internal policies, procedures and compliance processes, and participate in audits as required.

To ensure students receive a high-quality and professionally relevant learning experience, ARITA provides clear and accurate course information, offers appropriate student support, engages qualified trainers and assessors, maintains rigorous assessment practices, issues AQF certification promptly, and complies with all relevant regulatory and reporting obligations.

RTO details

Australian Restructuring Insolvency and Turnaround Association
RTO number: 46437

Contact Details

Phone: 02 8004 4344

For enrolment and general training enquiries, please contact study@arita.com.au.

Website: www.arita.com.au/graduatediploma

Business hours

Monday to Friday, 9:00am – 5:00pm AEST/AEDT

Mailing address

Suite 2, Level 5, 66 Clarence Street, Sydney, NSW 2000

3. Enrolment Process

ARITA's enrolment process is designed to be fair, transparent, and consistent for all applicants. It also ensures compliance with national training standards, verifies student eligibility, and supports student preparedness.

How to apply

To enrol in each unit of the 11319NAT Graduate Diploma of Restructuring, Insolvency and Turnaround, you must complete an online application via the ARITA website. The enrolment process is completed in two stages:

Stage 1 – Initial application:

Applicants must submit an online application form, confirm that they meet the essential entry requirements, and acknowledge understanding of the course structure, requirements, fees and policies. To proceed beyond Stage 1, students must also:

- **Hold an ARITA Student Subscription** (or apply for one at the time of enrolment)
- **Pay the unit fees**

Stage 2 – Confirmation and enrolment details:

Once Stage 1 is completed, students provide supporting documentation (e.g. proof of identity, qualification evidence, USI), and complete required AVETMISS data fields to finalise their enrolment.

Upon successful completion of both stages, students will receive a Confirmation of Enrolment and gain access to a short online orientation module, designed to help them prepare for study with ARITA. This module reinforces key information about course structure, expectations, and how to access support services.

Unique Student Identifier (USI) requirement

All students enrolling in a nationally recognised training course in Australia must provide a valid USI. The USI is a 10-character alphanumeric code that creates a secure online record of recognised training and qualifications. ARITA cannot issue a qualification or statement of attainment without a valid USI. Students can obtain or retrieve their USI by visiting www.usi.gov.au.

Entry requirements

All applicants must meet the entry requirements specified in the relevant units of competency.

Essential entry requirements

Applicants must:

- Hold a bachelor's degree or higher in Accounting, Business or Law AND
- Be skilled workers in the field of Accounting, Business and/or Law AND
- Currently employed in the Restructuring, Insolvency and Turnaround industry.

ARITA Subscription

All applicants must hold as a minimum an [ARITA Student subscription](#).

Recommended entry requirements

Applicants are best equipped to achieve the course outcomes if they have:

- A minimum of three (3) years' experience in the insolvency industry AND
- Completed relevant training in insolvency such as but not limited to the ARITA Introduction to Insolvency Program or Essential Skills Courses AND
- As a minimum, language, literacy and numeracy skills that are equivalent to Level 5 of the Australian Core Skill Framework. Details can be found [here](#).

Limitations to entry

This course covers detailed and complex legislation. It requires students who have sufficient maturity and work/life experience to analyse complex financial documentation and undertake financial and legal analysis. A high level of language, literacy and numeracy is required.

Language literacy and numeracy (LLN) requirements

Students may be required to complete an LLN assessment if there are concerns about their ability to meet the course demands. This ensures that students are placed in suitable training and can access the appropriate support to succeed.

Technology requirements

To participate in this course, you will need:

- A computer with internet access
- Access to Zoom to attend virtual sessions
- Ability to record videos (a smartphone is fine)
- PDF reader, MS Word, and MS Excel

- Web browser (Chrome recommended; Firefox, Safari, and Edge also supported)

If you may have difficulty meeting these requirements, please contact ARITA for support.

RPL and Credit Transfer

Students may apply for:

- **Credit Transfer (CT)** – for units of competency previously completed as part of nationally recognised training. This means that if you have already attained a unit that is identical to the one included in this course, you may be eligible for direct recognition without further assessment.
- **Recognition of Prior Learning (RPL)** – for skills and knowledge gained through work, informal learning, or other relevant experiences. Applications must include a portfolio of evidence demonstrating current competency.

Both processes are conducted in line with the [Enrolment Policy and Procedure and the Effective Training, Assessment and Validation Policy and Procedure](#).

Students intending to apply for RPL or CT should indicate this during the stage 1 of the enrolment process. Where possible, applications will be assessed prior to course commencement to ensure that any recognition granted can be appropriately reflected in the students' individual training plan. This ensures students begin their studies with an accurate understanding of what units remain to be completed and can better manage their course workload and expectations. Information about any applicable fees can be provided upon application.

Privacy and data use

Student information is collected in accordance with the Data Provision Requirements 2012 and managed under ARITA's [Privacy Policy](#). Details are used for reporting to NCVER and other regulatory bodies as required.

Extenuating circumstances

In some cases, applicants who do not meet all formal requirements may still be considered under extenuating circumstances. Applications under extenuating circumstances are reviewed and approved by the Academic Director and CEO on a case-by-case basis.

4. Training & Assessment Information

Trainers and assessors

The 11319NAT Graduate Diploma of Restructuring, Insolvency and Turnaround is delivered and assessed by experienced professionals who bring both industry expertise and the required vocational education and training (VET) credentials. Trainers are expected to stay current with legislation, professional standards and industry trends, ensuring that learning remains practical, compliant and directly relevant to the workplace.

ARITA supports its educators through structured capability planning, ongoing professional development and regular validation of assessment practices.

Course structure

The course offers unparalleled practicality, flexibility and depth, combining the two units from the renowned ARITA Advanced Certification with three additional units to deliver a well-rounded Graduate Diploma:

Advanced Certification units

The course structure includes the following two units of competency that provide an early exit point for students who intend to apply* for registration as a liquidator or trustee or ARITA professional membership. Successful completion will allow students to receive a Statement of Attainment issued by ARITA as an RTO, along with professional recognition of completion of the ARITA Advanced Certification, provided by ARITA as a professional membership association.

<div style="background-color: #0056b3; color: white; padding: 5px; text-align: center;">Next intake: Semester 1 2026</div> <div style="text-align: center; padding: 10px;"> <p>Core unit NAT11319801</p> <hr style="width: 20%; margin: 0 auto;"/> <p>Analyse and advise on restructuring, insolvency, and turnaround options</p> </div>	<div style="background-color: #0056b3; color: white; padding: 5px; text-align: center;">Next intake: Semester 2 2026</div> <div style="text-align: center; padding: 10px;"> <p>Core unit NAT11319802**</p> <hr style="width: 20%; margin: 0 auto;"/> <p>Lead and manage insolvency outcomes</p> </div>
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* Meeting the education requirement does not guarantee approval of registration as a liquidator, trustee and/or ARITA professional membership. All applications are assessed against the full set of eligibility criteria.

** This unit requires NAT11319801 as a pre-requisite.

Additional units

Next intake^:
Semester 2
2027

Core unit
NAT11319803**

Lead and advise on
restructuring and
turnaround

Next intake^:
Semester 2
2027

Elective unit
BSBLDR811

Lead strategic
transformation

Next intake^:
Semester 1
2028

Elective unit
BSBFIN801

Lead finance strategy
development

** This unit requires NAT11319801 as a pre-requisite.

^ Subject to enrolments.

Each unit is delivered over 5 months, with 12 weeks of structured online learning, guided assessment activities and academic support.

To achieve the qualification 11319NAT Graduate Diploma in Restructuring, Insolvency and Turnaround, students must successfully complete all five (5) units of competency – three core units and two electives. A Statement of Attainment will be issued for any units completed if the full course is not completed.

Course duration

The full qualification can be completed over **2 to 2.5 years** (approximately 1,000 to 1,040 hours of learning). However, due to the staged delivery of units, students may complete the course across multiple years. Students are encouraged to plan their enrolment in advance based on when specific units are available.

While the course is designed with flexibility to suit the needs of experienced professionals, all students must demonstrate competency against the skills and knowledge outlined in each unit of competency.

Delivery mode

The course is delivered in a blended learning environment:

- Structured online self-study AND
- Face-to-face or online workshops AND
- Online tutorials.

This delivery approach supports flexibility for students while meeting the professional and regulatory requirements of the insolvency, restructuring and turnaround profession.

Assessment methods

Assessment tasks are designed to reflect real-world insolvency and restructuring scenarios and are aligned with the requirements of each unit of competency. They are validated to ensure fairness, reliability, and industry relevance.

Students will complete a combination of:

- Written tasks, case studies, and project-based assessments
- Interactive workshops (capped at ~15 participants)
- Online tutorials

Assessments are delivered under simulated real-world conditions, not through workplace-based delivery, to maintain consistency and quality. Students are assessed through both formative activities (such as structured tasks with feedback) and summative tasks (formal submissions used to determine competency).

Each assessment is marked as Satisfactory or Unsatisfactory. Students must achieve a satisfactory outcome in all tasks within a unit to be deemed Competent. All five units must be completed to earn the full qualification.

Assessment schedules and due dates are provided at the start of each unit and discussed with students during onboarding. Trainers are available to clarify expectations and support students in meeting requirements.

Submission guidelines and deadlines

Assessment due dates are outlined in the unit schedule and will be confirmed at the commencement of each unit. Trainers will reiterate these dates during orientation, and students are expected to record all due dates in their assessment documentation.

All assessments must be submitted electronically via ARITA's online learning system. Submissions must strictly adhere to the naming conventions, formatting

requirements, and file type guidelines provided in the assessment instructions. Submissions that do not meet these requirements may be returned for correction prior to marking, which may impact timelines for feedback and progression.

Extensions may be granted in cases of extenuating circumstances (e.g., medical or personal emergencies) and must be requested in writing before the due date. Approval of extensions is at the discretion of the trainer and/or course administrator.

All students are expected to uphold the highest standards of academic integrity. Submitted work must be their own original effort. Acts of plagiarism, collusion, or unauthorised use of AI-generated content are considered academic misconduct and are managed in accordance with ARITA's [Plagiarism, Cheating and Collusion Policy](#). Breaches may result in reassessment, academic penalties, or, in serious cases, exclusion from the course.

Reassessment and appeals process

Each unit contains multiple activities as part of the assessment. Students submit their initial attempt (Attempt 1) for each activity. If they do not pass, they may resubmit once (Attempt 2) at no additional cost to address any shortcomings. However, if a second resubmission (Attempt 3) is required for the same activity, a \$150 fee will apply for each assessment task to be reassessed.

Students who wish to challenge an assessment decision can do so through the formal appeals process, as outlined in the [Complaints and Appeals Policy and Procedure](#).

5. Student Support & Welfare

ARITA is committed to supporting students throughout their learning journey, ensuring they have access to a range of services that promote academic success, wellbeing, and professional development. These services include:

Academic support

- One-on-One Mentoring: Personalised support from trainers and assessors to guide students through their studies and address specific learning challenges
- Online Materials: Students can review course content as often as needed through the ARITA Learning Management System (LMS), which provides 24/7 access to learning resources, assessment submissions, and support materials.
- Professional Development: Additional learning resources are available through the ARITA portal for all members, including student subscribers. This includes industry updates, and technical resources to support continuous learning.

Accessibility and disability support

ARITA is committed to providing reasonable adjustments for students with disabilities or additional learning needs, ensuring they have equal access to education.

Students are encouraged to disclose any support needs during the enrolment process or as soon as they arise, to allow appropriate adjustments to be made in line with the [Student Support Policy and Procedure and Access and Equity Policy and Procedure](#).

Student rights and responsibilities

Students have the right to a fair, inclusive, and supportive learning environment. This includes:

- Respectful treatment from trainers, staff, and peers
- Access to accurate and transparent information about their course and assessments
- The ability to seek reasonable adjustments without discrimination

Students are expected to engage respectfully, uphold academic integrity, and comply with ARITA's Code of Conduct, as outlined in the [Student Support Policy and Procedure](#).

Mental health and wellbeing resources

While ARITA does not provide direct counselling, students can access a range of wellbeing resources, including:

- Referral to external support services for mental health, crisis intervention, or personal support
- Online tools and apps for managing stress, building resilience, and maintaining physical and emotional wellbeing, as listed in the [Student Support Policy and Procedure](#)

Students are encouraged to seek help early and take advantage of support available to ensure their overall wellbeing and success during their studies.

ARITA is committed to providing inclusive, student-centred support in line with the Standards for RTOs. We aim to remove barriers to learning and wellbeing by offering reasonable adjustments, academic guidance, and clear expectations for respectful conduct. Full details of support services and student responsibilities are outlined in the [Student Support Policy and Procedure, and Access and Equity Policy and Procedure](#).

6. Fees, Payments & Refunds

ARITA is committed to providing transparent and fair fee structures, ensuring students are fully informed of their financial obligations before enrolling. This includes clear payment options, refund policies, and fee protection measures in line with regulatory requirements.

Course fees and payment options

2026 fees

- The cost per unit is \$3,870 (GST-free).
- A current ARITA student subscription is required as a minimum for each calendar year of study. The 2026 student subscription fee is \$286 (incl. GST).

Payment methods

Option to pay by Credit card (Visa, Mastercard, Amex) or by invoice (EFT).

Additional fees

Some additional fees may apply, such as reassessment or document replacement fees. Please refer to the [Financial Management Policy and Procedure](#) for a complete list of fees and amounts.

Payment terms

Fees must be fully paid before the unit commencement unless prior arrangements are made.

Refund policy

Refunds are available according to ARITA's [Financial Management Policy and Procedure](#), which includes provisions for withdrawal before the course start and circumstances where students may be eligible for partial or full refunds.

For a detailed explanation of refund eligibility, students should refer to the [Financial Management Policy and Procedure](#).

Fee protection measures

In compliance with ASQA requirements, ARITA has robust mechanisms in place to safeguard student fees, ensuring financial protection for pre-paid tuition.

These measures are designed to protect student payments in the event of course cancellation or withdrawal, as outlined in [the Financial Management Policy and Procedure](#).

7. Policies on Student Conduct

ARITA is committed to maintaining a positive, respectful, and professional learning environment. Students are expected to conduct themselves in a manner that reflects the values and standards of the organisation and the professional community it represents.

Code of conduct

Students must act with integrity, respect, and professionalism in all interactions with peers, trainers, and ARITA staff. This includes:

- Demonstrating honesty and fairness in all academic work
- Treating others with respect, regardless of background or opinions
- Maintaining a positive learning environment, free from bullying, harassment, or discrimination
- Using course resources responsibly and respecting the rights of others

Respectful Behaviour

The RTO is committed to maintaining a safe, respectful and inclusive learning environment for all students, staff, and stakeholders. All individuals are expected to engage in behaviour that upholds dignity, respect and professionalism at all times.

We do **not tolerate any form of discrimination, bullying, harassment or vilification**. This includes behaviour that targets someone because of their race, religion, culture, gender, sexual orientation, disability or any other personal characteristic.

Vilification is any public or shared act that could reasonably be expected to incite hatred, serious contempt, or severe ridicule toward a person or group based on a protected attribute. This includes, but is not limited to:

- Racist or religiously offensive comments, including antisemitic, Islamophobic or other hate-based remarks
- Derogatory jokes, slurs, stereotypes or offensive language
- Displaying or sharing offensive symbols, images or materials
- Written or verbal abuse, including via email, online platforms, learning management systems, or social media
- Encouraging others to engage in hateful or discriminatory behaviour

The RTO recognises that learning environments may involve discussion of complex or sensitive topics. Respectful discussion and the expression of diverse perspectives are permitted, provided they are conducted in a professional, constructive and non-harmful manner. Disagreement must not involve personal attacks, intimidation, or behaviour that creates a hostile or unsafe environment.

All students and staff have a responsibility to:

- Treat others with respect, fairness and courtesy
- Contribute to a safe and inclusive learning environment
- Refrain from any behaviour that may harm, intimidate or marginalise others

Any breach of this clause may result in **disciplinary action**, which may include removal from training sessions, suspension, or cancellation of enrolment. Serious matters may be escalated in accordance with the RTO's **Complaints and Appeals Policy and Procedure** and may be referred to external authorities where required.

If you experience or witness inappropriate behaviour, you are encouraged to report it. All concerns will be taken seriously and handled confidentially.

For a comprehensive list of behavioural expectations, students should refer to the [Student Support Policy and Procedure and the Bullying and Harassment Policy](#).

Plagiarism and academic integrity policy

All work submitted by students must be their own. ARITA enforces strict standards for academic honesty, which include:

- Properly referencing all sources of information
- Avoiding the use of AI tools or other means to produce assessments without personal contribution, unless explicitly permitted
- Not sharing or copying work from other students

Violations of academic integrity, including plagiarism, collusion, and cheating, may result in serious consequences, as outlined in the [Plagiarism, Cheating and Collusion Policy and Procedure](#).

Disciplinary procedures

Alleged breaches of conduct, including academic or behavioural misconduct, are investigated in accordance with ARITA's [Cheating and Collusion Policy and Procedure and the Bullying and Harassment Policy](#), and may result in disciplinary action, including warnings, reassessment, suspension, or withdrawal from the course.

8. Privacy & Confidentiality

ARITA is committed to protecting the privacy and confidentiality of all student information. Personal data is collected, stored, and managed in accordance with the Privacy Act 1988 (Cth) and other applicable legislation.

How student data is collected and stored

Only the information necessary for enrolment, course delivery, and regulatory compliance is collected. This includes data provided through:

- Enrolment forms
- Assessment submissions
- Interactions with the ARITA Learning Management System (LMS)

Student records, including academic results and personal details, are securely stored within the ARITA Learning Management System (LMS) and ARITA's customer relationship management (CRM) system. Access is restricted to authorised personnel only, and data is protected by appropriate security protocols to prevent unauthorised access or disclosure.

Compliance with Australian Privacy Act requirements

ARITA complies with the Privacy Act 1988 (Cth) and the Data Provision Requirements 2012. Personal information may be disclosed to authorised bodies such as:

- The National Centre for Vocational Education Research (NCVER)
- The Australian Government Department of Education, Skills and Employment
- Other State or Territory training authorities

This information is used for purposes such as:

- Issuing qualifications and transcripts
- Supporting statistical research and program improvement
- Monitoring and evaluating the vocational education and training (VET) sector

Students have the right to access and correct their personal information at any time, as outlined in the [Privacy Policy and Procedure](#). To request a review or update of their records, they can contact ARITA at study@arita.com.au.

Further details are available in the [Privacy Policy and Procedure](#).

9. Complaints & Appeals

ARITA is committed to providing a fair, transparent, and accessible process for managing complaints and appeals. Students are encouraged to raise concerns and can expect respectful, timely handling in accordance with ARITA's policy framework.

Lodging a complaint

Complaints can be submitted in writing using the Complaints and Appeals Form, available on the course website, ARITA Learning Management System (LMS) or by contacting the RTO Manager or Quality Advisor directly. Submissions should clearly describe the issue, include relevant dates, and provide any supporting documentation.

Appealing an assessment

Students may appeal assessment outcomes within 10 working days of receiving results if they believe the decision was incorrect or unfair. Appeals are independently reviewed, and a second assessor may be appointed if needed. Supporting evidence should accompany the appeal submission.

Further details, including appeal timelines and any associated fees, are available in the [Complaints and Appeals Policy and Procedure](#) and [Financial Management Policy](#).

Escalation process

If a complaint or appeal cannot be resolved internally, students have the right to escalate the matter to an external agency, such as the Australian Skills Quality Authority (ASQA) or another relevant industry body.

ARITA will support students in accessing these services as needed. Full escalation procedures are outlined in the [Complaints and Appeals Policy and Procedure](#).

10. Workplace Health & Safety

ARITA is committed to maintaining a safe learning environment for all students, staff, and trainers, consistent with its legal obligations under the [Work Health and Safety Policy and Procedure](#) and relevant Australian legislation.

Health and safety obligations

ARITA's [Work Health and Safety Policy and Procedure](#) outlines the organisation's commitment to ensuring the health and safety of all students, trainers, and staff during training and assessment activities, whether conducted face-to-face or online.

Students attending face-to-face workshops are expected to:

- Follow all safety instructions provided during the workshop.
- Report any hazards, injuries, or unsafe conditions to their workshop leader or ARITA staff as soon as possible.
- Use facilities and equipment responsibly to ensure the safety of themselves and others.

Emergency procedures and contacts

Emergency procedures – including evacuation routes, assembly points, and local emergency contacts – will be communicated to students at the start of any face-to-face workshop. In the event of an incident, the trainer will coordinate the response and contact emergency services as required.

Incident Reporting

All accidents, injuries, or critical incidents must be reported as soon as possible to ARITA staff. These will be documented and addressed in line with ARITA's [Work Health and Safety Policy and Procedure](#), which includes investigation processes and strategies to mitigate future risks.

11. Access to Results & Certification

How and when students receive results

Students will receive their result for each assessment – recorded as either *Satisfactory* or *Not Yet Satisfactory* – within four weeks of the final assessment submission deadline. Results will be made available through the ARITA Learning Management System (LMS), and trainers will provide feedback on performance where applicable. If an assessment has been deemed *Not Yet Satisfactory*, one more attempt is allowed free of cost. Once all assessments have been deemed Satisfactory within the unit, the final result of *Competent* is deemed.

Issuance of qualifications

Upon successful completion of all five units, students will be awarded the 11319NAT Graduate Diploma of Restructuring, Insolvency and Turnaround.

Students who elect to take early exit will receive a Statement of Attainment for the units completed and can resume their studies at a later date to complete the entire qualification.

Replacement certificates

Students may request a replacement qualification or Statement of Attainment if the original is lost or damaged. Requests should be submitted via email to study@arita.com.au. A reissue fee applies, as outlined in the [Financial Management Policy and Procedure](#).

12. Changes to Courses or RTO Operations

Notification of course or policy changes

ARITA is committed to keeping students informed of any significant changes that may affect their studies. These may include:

- Updates to course content, delivery mode, or assessment methods
- Changes to ARITA's policies or regulatory obligations

Students will be notified through official communication channels, including:

- Email
- The ARITA Learning Management System (LMS)
- The ARITA website

Contingency plans in case of RTO closure

In the unlikely event that ARITA ceases to operate as a Registered Training Organisation (RTO), contingency plans will be implemented to minimise disruption to students. These may include:

- Transferring enrolled students to an equivalent course with an alternative approved RTO
- Issuing Statements of Attainment for completed units
- Providing student records to facilitate recognition of completed training

These arrangements will be made in accordance with ARITA's obligations under the Standards for RTOs and the [Records Management Policy and Procedure](#).

13. Consumer Protection & ASQA Compliance

Students' rights under consumer protection laws

ARITA complies with the Australian Consumer Law (ACL) to ensure that students are treated fairly and provided with accurate, transparent information. Students have the right to:

- Clear and honest course information, including learning outcomes, assessment methods, and fees
- Protection against misleading, deceptive, or unfair conduct by training providers
- Access to refunds, support services, and complaint resolution processes, as outlined in ARITA's policies

These rights apply throughout the student's engagement with ARITA, from pre-enrolment through to certification.

Reference to ASQA and external complaint channels

If a student is dissatisfied with the outcome of an internal complaint or appeal, they have the right to escalate the matter to an external authority.

The Australian Skills Quality Authority (ASQA) is the national regulator for vocational education and training (VET) providers. Students can contact ASQA for support or to lodge a formal complaint about a training provider.

More information is available at www.asqa.gov.au .