

Student Support Policy and Procedure

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Who this document applies to

This document applies to Training Aid Australia Pty Ltd (RTO 91411). In this document, "we", "us" and "the RTO" mean the entity that delivers and certifies your course — the issuing RTO is shown on the course page and on your enrolment confirmation.

Purpose

To ensure that all students are supported before, during, and after training through tailored educational and wellbeing support that enables achievement of learning outcomes. This policy supports Outcome Standards 2.4 (Support), 2.5 (Inclusion), and 2.6 (Wellbeing) under the 2025 Standards for RTOs.

Scope

Applies to all students, staff, and contractors of the RTO. It applies across all delivery modes (in-person and online).

Responsibility

The Director and Compliance Manager oversee implementation. Trainers and assessors are responsible for identifying support needs and referring students to appropriate services. All staff contribute to providing a supportive environment.

Policy commitments

- Students will complete a pre-training ACSF diagnostic to identify LLN and support needs.
- Learners will be supported through reasonable adjustments and individualised strategies.
- Staff will refer students to appropriate internal or external supports, based on need.
- Online and in-person students will receive equal access to academic and wellbeing supports.
- All students will be treated with dignity, respect, and in accordance with principles of access and equity.

Student support procedure

1. Student Support Officers

- Student Support Officers are the first point of contact for support needs.
- Student Support Officers are available at each campus during business hours — contact the office (see Contacts) or ask at reception.

2. Identifying and meeting support needs

- Needs are identified through pre-enrolment LLN screening, self-disclosure, trainer observation, or student request.
- If barriers are detected (for example disability, personal distress, or academic difficulty), a tailored support plan is created.
- Referrals may include academic assistance, LLN support, counselling, housing services, or disability assistance.

3. Principles of access, equity, and inclusion

- All students receive fair treatment regardless of age, gender, disability, culture, or background.
- Recruitment and enrolment practices are non-discriminatory.
- Reasonable adjustments are available and documented.
- Campus facilities are maintained with access in mind.

4. Academic support

- Students may receive coaching, plan adjustments, assessment extensions, or study skills assistance.
- Where students are at risk of non-completion, an academic intervention plan is developed with the trainer.

5. Personal or social support

- Student Support Officers offer guidance or referral regarding mental health, family issues, or housing.
- All referrals are made free of charge, but external service fees (if any) are paid by the student.

6. Reasonable adjustment

- Adjustments may include assistive technology, alternative assessment formats, or extra time.
- Trainers must document all adjustments and retain records on student files.
- Adjustments must maintain assessment integrity and be negotiated as early as possible.

7. Online and on-campus equity

- All students receive the same access to resources and support regardless of delivery mode.
- Print copies can be provided for students with limited digital access.

8. Continuous improvement

- Support processes are reviewed via feedback, complaints, and student outcomes.
- Trends in support needs are monitored and addressed in staff professional development and service planning.

Contacts

- Training Aid Australia Pty Ltd: contact@trainingaid.com.au
- Phone: NSW 02 9357 6544 · Other states 03 9958 2900

Associated documents

- Language, Literacy, Numeracy and Digital (LLND) Policy and Procedure
- Complaints and Appeals Policy and Procedures
- Complaints and Appeals Flow Chart
- Complaints and Assessment Appeals Form

Review and improvement

This policy is reviewed biennially or as required to ensure alignment with Outcome Standards, legislative changes, and organisational best practice.