



# Student Support Policy

## Document Control

- Policy Name: Student Support Policy
- Version: 1.0
- Approved By: Jason Hartwell (CEO)
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- Review Date: 1<sup>st</sup> of January 2027
- Responsible Person: Jason Hartwell (CEO)

## 1. Purpose

Australian Operator Training is committed to ensuring that all students are appropriately supported to successfully participate in training and assessment while maintaining the integrity of nationally recognised training.

This policy outlines how student support needs are identified, assessed, provided, monitored, and reviewed in accordance with the 2025 Standards for RTOs.

## 2. Scope

### This policy applies to:

- All prospective and enrolled students
- Trainers and assessors
- Administrative and support staff
- Management

## 3. Legislative and Standards Framework

This policy aligns with:

- 2025 Standards for RTOs (including Outcome Standards 2.3 and 2.6)
- Disability Discrimination Act 1992 (Cth)
- Privacy Act 1988 (Cth)

#### **4. Policy Statement**

Australian Operator Training ensures that:

- Student support needs are identified prior to enrolment and throughout training
- Students are informed of available support services prior to enrolment
- Only students who are suitable for training and assessment are enrolled
- Support is provided in a way that does not compromise competency requirements
- Student wellbeing is supported through appropriate internal and external services

#### **5. Determining Student Suitability**

Prior to enrolment, Australian Operator Training conducts a pre-training review to determine whether:

- The training product is suitable for the student
- The student has the required skills, including Language, Literacy and Numeracy (LLN)
- Any support needs can be reasonably met by the organisation

Where it is identified that:

- The student requires support beyond the RTO's capacity, or
- Enrolment would not be in the student's best interests

The RTO will:

- Decline enrolment, or
- Defer enrolment until appropriate support is available, or
- Refer the student to a more suitable provider

#### **6. Student Support Information (Pre-Enrolment)**

Students are informed prior to enrolment of:

- Available support services
- The process for accessing support
- Any limitations to support services

This information is provided through:

- Course information
- Enrolment documentation
- Website or marketing materials

Students acknowledge this information as part of the enrolment process.

## **7. Types of Support Available**

Support may include, but is not limited to:

### 7.1 Language, Literacy and Numeracy (LLN)

- LLN assessment prior to enrolment
- Targeted LLN support strategies
- Referral to specialist LLN providers

### 7.2 Academic Support

- Study skills assistance
- Guidance on assessment requirements
- Additional trainer support

### 7.3 Reasonable Adjustments

Reasonable adjustments may include:

- Modified assessment methods
- Additional time for assessments
- Adapted learning materials

All reasonable adjustments:

- Are assessed on a case-by-case basis
- Must not compromise competency outcomes
- Are documented and approved

### 7.4 Wellbeing Support

- Flexible learning arrangements where appropriate
- Referral to counselling or support services
- Support for personal circumstances impacting participation

### 7.5 Disability and Access Support

- Adjustments to support students with disability
- Access to appropriate resources or equipment (where available)

## **8. Limitations of Support**

Australian Operator Training provides support within the scope of its resources and capability.

Where support needs exceed internal capacity:

- Students will be referred to external services
- The RTO will not deliver training where adequate support cannot be provided

## **9. Identification of Support Needs**

Support needs are identified through:

- Pre-training review
- LLN assessment
- Student disclosure
- Trainer observation during training

Where support needs are identified, an Individual Support Plan is developed.

## **10. Individual Support Plans**

Where required, an Individual Support Plan will:

- Document identified needs
- Outline agreed support strategies
- Specify any reasonable adjustments
- Be implemented by trainers and staff
- Be reviewed regularly throughout training

## **11. Provision of Support**

### **11.1 Internal Support**

The RTO provides:

- Trainer assistance
- Academic support
- Flexible delivery options

### **11.2 External Support**

Where required, students are referred to:

- LLN specialists
- Counselling services
- Community or health services

Student consent is obtained prior to external referral where appropriate.

## **12. Monitoring and Intervention**

Student progress is monitored:

- At key points throughout training
- Through assessment outcomes
- Through trainer feedback and engagement

Additional support is provided where:

- A student is identified as at risk of not progressing
- Performance concerns arise

## **13. Staff Capability**

All staff involved in student support:

- Are appropriately qualified and/or experienced
- Receive training in identifying and responding to support needs
- Apply support strategies consistently

## **14. Roles and Responsibilities**

Chief Executive Officer

- Ensure resources are available for student support
- Monitor compliance with Standards
- Oversee continuous improvement

Trainers and Assessors

- Identify and respond to student support needs
- Implement reasonable adjustments
- Monitor student progress

Administration Staff

- Coordinate support services
- Maintain accurate records

Students

- Disclose support needs where possible
- Engage with support provided

## **15. Confidentiality and Privacy**

All student information:

- Is handled in accordance with the Privacy Act 1988
- Is stored securely
- Is accessed only by authorised personnel

## **16. Complaints and Appeals**

Students may access the Complaints and Appeals Policy if dissatisfied with:

- Support provided
- Decisions relating to reasonable adjustment or suitability

## **17. Records Management**

The RTO maintains records including:

- Pre-training reviews
- LLN assessments
- Individual Support Plans
- Adjustment documentation
- Referral records

Records are:

- Securely stored
- Retained in accordance with regulatory requirements
- Available for audit

## **18. Continuous Improvement**

Australian Operator Training:

- Collects student feedback
- Reviews support effectiveness
- Monitors completion and progression data
- Implements improvements through the Continuous Improvement Register

## **19. Review**

This policy is reviewed:

- Annually, or
- Following legislative or operational changes

## **20. Approval**

Jason Hartwell

Managing Director

Australian Operator Training

Date: 1 January 2026