

# Support for Students Policy

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## Part 1: Overview

### 1.1 Policy Purpose

This policy outlines Advance You's commitment to ensuring that all VET students are treated fairly and are properly informed, supported and protected throughout their training journey.

Advance You provides access to appropriate training support services, wellbeing support services and reasonable adjustments to support student participation and progression in training.

This policy ensures compliance with the Outcome Standards for Registered Training Organisations 2025 – Quality Area 2: VET Student Support (Standards 2.1–2.6).

### 1.2 Policy Scope

This policy applies to:

- All prospective students
- All enrolled VET students
- Trainers and assessors
- RTO management
- Any staff involved in the delivery or administration of training services

### 1.3 Policy Statement

Advance You is committed to:

- Providing **clear, accurate and current information** to prospective and enrolled students
- Ensuring **students are enrolled in training suitable to their needs and capabilities**
- Providing **accessible training support services**
- Promoting **diversity, inclusion and cultural safety**
- Supporting **student wellbeing**
- Providing **reasonable adjustments for students with disability**
- Maintaining **fair and transparent processes**

### 1.4 Governance: Legislation, Frameworks and Standards

#### Legislation

- [“National Vocational Education and Training Regulator \(Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements\) Instrument 2025](#)
- [National Vocational Education and Training Regulator \(Outcome Standards for NVR Registered Training Organisations\) Instrument 2025](#)
- [Student Identifiers Act 2014](#)
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975

- Human Rights and Equal Opportunity Commission Act 1986

#### Framework

- VET Quality Framework
- Australian Qualifications Framework

#### Related Policy

- Complaints and Appeals Policy
- Student Handbook
- Training and Assessment Strategy
- AQF Certification Policy and Procedure
- Student Enrolment Policy and Procedure
- Marketing Policy

## Part 2: Educational and Support Services

### VET Student Support

**Outcome 2: VET students are treated fairly and are properly informed, supported and protected.**

*Standard 2.1: VET students have access to clear and accurate information concerning the organisation, the relevant training product, and students are made aware of any changes that may affect them.*

*Standard 2.2: VET students are advised, prior to enrolment, about the suitability of the training product for them, taking into account the student's skills and competencies.*

*Standard 2.3: VET students have access to support services, trainers and assessors and other staff to support their progress throughout the training product.*

Advance You ensures that students have access to **appropriate support services throughout their training** to assist them to successfully complete their training product.

### 2.1 Pre-Enrolment Advice and Information

Prospective students are provided with clear, accurate and current information prior to enrolment.

This information includes:

- Training product code and title
- Course duration
- Delivery mode
- Assessment requirements
- Licensing requirements
- Fees and refund policies
- Student obligations
- Training support services available
- Wellbeing support services available
- How to access trainers and support staff

Prospective students receive the **Student Handbook prior to enrolment**, which outlines organisational policies, procedures and course details.

Additional information is provided through the:

- Marketing Policy
- Student Enrolment Policy and Procedure

## 2.2 Pre-requisite Check for Licensing Requirements

Advance You conducts a pre-enrolment review of student suitability.

This includes reviewing:

- Language
- Literacy
- Numeracy
- Digital literacy
- Licensing eligibility
- Employment circumstances

This review is conducted through:

- Enrolment documentation
- LLND assessment or review
- Student declarations
- Communication with the student and employer where relevant

Where the review identifies that the training product may **not be suitable**, the student will be advised prior to enrolment. Where appropriate, Advance You may recommend alternative training pathways or community support services.

## 2.3 Licensing Prerequisite Review

Advance You delivers nationally recognised training aligned with pest management licensing requirements.

Prior to enrolment, students are required to complete a declaration confirming they do not have **barriers to licensing outcomes**, including:

- Physical requirements
- Criminal history restrictions
- Age restrictions

Where potential barriers are identified, the student will be advised to consult the relevant licensing authority before proceeding with enrolment.

## 2.4 Training Support Services

Advance You provides a range of training support services including:

- Access to trainers and assessors
- Weekly student support meetings
- Individualised learning plans
- 1:1 tutoring where required
- Learning management system guidance
- ICT support
- Flexible training arrangements

Students are informed **how and when they can access trainers, assessors and support staff**. Student enquiries submitted via email or phone are responded to **within a reasonable timeframe, typically within two business days**.

### 2.5 Individualised Learning Plans

Where additional support needs are identified, an **Individualised Learning Plan (ILP)** may be developed.

This may occur when:

- LLND assessment identifies learning support needs
- A student requests additional support
- Trainers identify learning difficulties

The ILP outlines:

- Learning goals
- Support strategies
- Responsibilities of the student, trainer and employer
- Review timeframes

Learning goals follow the **SMART framework**:

- Specific
- Measurable
- Achievable
- Relevant
- Time-bound

ILPs are stored within the **Student Management System (SMS)**.

### 2.6 Flexible Training Delivery

Advance You provides training through a blended delivery model combining online learning and workplace experience.

Training is designed to:

- Be flexible and accessible
- Allow students to progress at their own pace
- Integrate with workplace learning
- Align with industry practices and licensing requirements

This model allows students to undertake theoretical learning online while developing practical skills in the workplace under supervision.

### 2.7 Weekly Student Support Meetings

Advance You trainers conduct weekly debrief sessions with students and supervisors.

These meetings:

- monitor student progress
- identify challenges early
- provide learning support
- strengthen communication between the RTO and workplace

Weekly meetings are documented in email and stored in the student record.

## 2.8 Information and Communications Technology Support

Students are supported in accessing the Learning Management System (LMS).

Support includes:

- LMS tutorial videos
- Technical assistance
- Assistance from trainers and administrative staff

No additional costs are charged for ICT support.

## Part 3: Student Wellbeing

*Standard 2.6: The wellbeing needs of the VET student cohort are identified, and strategies are put in place to support these needs.*

Advance You recognises that wellbeing factors can affect student participation and progression in training. Strategies are implemented to identify and support student wellbeing needs.

### 3.1 Identifying Student Difficulties

Student wellbeing concerns may relate to:

- Health
- Personal circumstances
- Workplace relationships
- Communication
- Skill development
- Time management

Advance You identifies potential concerns through:

- Weekly debrief meetings
- SMS progress monitoring
- Trainer observations
- Student self-reporting
- LLND reviews
- Workplace feedback

### 3.2 Students at Risk

The Student Management System flags students at risk of non-completion.

Indicators include:

- Low progress through learning activities
- Low engagement levels
- Attendance concerns where relevant

Where a student is identified as at risk, the RTO will:

- contact the student to discuss barriers
- provide additional learning support
- offer wellbeing support services
- develop an Individualised Learning Plan where required

### 3.3 Wellbeing Support Services

Advance You provides access to wellbeing support through referral pathways.

Students may access support through the **RTO's Registered Nurse (COO)** who can assist in identifying wellbeing concerns and referring students to appropriate external services.

Wellbeing support is:

- voluntary
- confidential
- provided at no cost to students

Referral pathways are outlined in the **Student Support Referral Guide** and Student Handbook.

## Part 4: Diversity and Inclusion

*Standard 2.5: The learning environment promotes and supports the diversity of VET students.*

Diversity of people and ideas is proven to breed innovation, resilience, and excellence. Advance You fosters an inclusive culture through the following principles and practices:

### Inclusive Learning Environment

Advance You maintains a learning environment that:

- respects diversity
- prohibits discrimination
- promotes respectful behaviour
- supports equal opportunity

Relevant policies include:

- Code of Conduct
- Diversity and Inclusion Policy
- Complaint and Appeals Policy
- Continuous Improvement Policy
- Student Handbook

### Accessible Learning

Advance You reduces barriers to participation by:

- providing flexible learning options
- offering 1:1 learning support
- making learning resources available in multiple formats
- providing additional guidance where required

### Cultural Safety

Advance You promotes culturally safe learning environments by:

- respecting cultural diversity
- supporting First Nations learners
- incorporating cultural awareness practices
- encouraging respectful communication

### Language Support

LLND assessments determine whether students have sufficient English language skills for training.

Where language support needs are identified, the RTO may provide:

- additional explanation of terminology
- additional trainer support
- referral to external language training where necessary

## Part 5: Reasonable Adjustment

Advance You implements reasonable adjustments to support students with disability to participate in training and assessment.

### Definition

Reasonable adjustment refers to modifications made to the learning environment, training delivery or assessment methods to enable students with disability to participate on the same basis as other students.

### Disclosure of Disability

Students may disclose disability during enrolment or at any stage of training. Disclosure is voluntary. Where a disability is disclosed, the RTO will discuss potential support needs with the student.

### Principles of Reasonable Adjustment

Adjustments must:

- meet the needs of the student
- maintain the integrity of the training product
- not disadvantage other students
- remain consistent with training package requirements

### Examples of Reasonable Adjustment

Possible adjustments may include:

- additional time for assessments
- alternative assessment formats
- use of assistive technologies
- modified learning materials
- additional trainer support
- flexible scheduling

### Adjustment Process

Students requesting adjustments must complete the **Reasonable Adjustment Form**.

The trainer and assessor will:

- Review the request
- Discuss support options with the student
- Develop a reasonable adjustment plan
- Document adjustments in the student record

Adjustments are reviewed periodically to ensure effectiveness.

## Part 6: Communication to Students

Advance You ensures students are informed of **changes that may affect their training**.

### 6.1 Changes to Services

Students will be notified as soon as practicable if changes occur that may affect their training, including:

- changes to ownership
- changes to key personnel
- changes to third-party arrangements

Students will be notified via email.

### 6.2 Changes to Training Products

Where training products are superseded or updated, students will be informed and supported in accordance with the **Transition of Training Products Policy**

### 6.3 Communication Prior to Enrolment

Information provided prior to enrolment includes:

- training product information
- course requirements
- fees and charges
- student responsibilities
- support services available
- wellbeing services available
- complaints and appeals processes

These are communicated through:

- the Student Handbook
- marketing materials
- the Student Enrolment Policy and Procedure

## Part 7: Policy Review and Approval

### Policy Author

Rhian Rheinberger – RTO Manager

### Policy Owner

Advance You

### Approved By

Beau Rheinberger – Director

### Policy Status

Active

### Version History

- Version 1.0 – 23 November 2023: Initial release
- Version 1.1 – 13 June 2024: Branding update
- Version 1.2 – 15 April 2025: Updated to align with Outcome Standards 2025
- Version 1.3 – 5 March 2026: Annual Review for ADC