



PP12 – Student Support Services Policy

1. Purpose

This policy outlines how the RTO provides support services, including access to trainers, assessors, and support staff, to ensure that all VET students can progress effectively through their training product. It supports compliance with Outcome Standard 2.3.

2. Scope

This policy applies to all enrolled VET students and staff involved in student support, including trainers, assessors, the Student Support Officer, and administrative personnel.

3. Definitions

Term	Definition
Student Support Services	Services that assist students with academic and non-academic barriers to progress, including LLND support, study skills, and wellbeing referrals
Support Staff	Includes the Student Support Officer, Admin Officer, and Trainers/Assessors
Access Schedule	Structured methods of informing students when and how they can reach support personnel (verbally, written, or online)

4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standard 2.3
- National Vocational Education and Training Regulator Act 2011



5. Policy Statement

The RTO is committed to providing high-quality and timely support services that are responsive to each student's individual learning needs. Students will have:

- Access to trainers, assessors, and support staff
- Information about how and when support can be accessed
- Timely responses to queries
- Tailored support based on identified learning barriers including LLND challenges, personal circumstances, or digital skill needs

6. Procedure – Step by Step

Step	Action Description	Responsible Person
1	Identify student support needs via Pre-Training Review and LLND assessment	Trainer / Student Support Officer
2	Record support needs in the student file or SMS system	Admin Officer
3	Provide tailored support based on need (e.g. study skills, LLND tutoring, flexible delivery)	Trainer / Student Support Officer
4	Inform students of trainer and support access via the Student Handbook, in-class discussion by the trainer, and walk-in access to the on-campus Support Officer	Trainer / Student Support Officer / Admin Officer
5	Provide students with guidance on how to request support (during orientation and in the Student Handbook)	Student Support Officer / Admin
6	Respond to student queries within 2 business days via phone, email or LMS	Relevant Trainer / Support Staff
7	Follow up ongoing support cases and adjust support plans where necessary	Student Support Officer / Trainer
8	Review and audit support effectiveness annually	Compliance Manager



7. Related Documents

- Student Handbook
- Pre-Training Review (PTR) Form
- LLND Assessment Results
- Support Referral Form
- SMS Student Records



Student Support Services Process



Identify Support Needs

Assess student needs through reviews and assessments

Document needs in student files or systems

Record Support Needs



Provide Tailored Support

Offer support based on individual needs

Communicate support access through various channels

Inform Students of Access



Guide on Requesting Support

Instruct students on how to request assistance

Address student queries within two business days

Respond to Queries



Follow Up Support Cases

Monitor and adjust support plans as needed

Evaluate the effectiveness of support annually

Review Support Effectiveness

