

THE RTO STUDENT SUPPORT POLICY

1 PURPOSE AND SCOPE

- 1.1 The purpose of this Policy is to ensure that all students of The RTO have access to individual academic or non-academic support services to ensure student success.
- 1.2 This Policy applies to students enrolled at The RTO, and all staff in The RTO academic, student services and administrative roles.

2 DEFINITIONS

- 2.1 For the purposes of this Policy and associated Procedures, the following definitions apply:
 - 2.1.1 AQF – the Australian Qualifications Framework.
 - 2.1.2 ASQA – Australian Skills Quality Authority.
 - 2.1.3 Reasonable Adjustment – Students with disability should be provided with reasonable adjustments to enable them to meet the requirements of the course, provided this would not cause unjustifiable hardship to the RTO. However, if a student cannot meet the requirements, even with adjustments, then they cannot complete the course. Reasonable adjustments include accessible classrooms, note-taking support, course material in alternate formats—electronic, large print, braille, use of laptop for assessments, extra time or extensions for assessments, alternate assessment tasks, ergonomic chair/desk, use of assistive technology, an Auslan interpreter, or other adjustments.
 - 2.1.4 Services – training, assessment, related educational and support services and/or any activities related to the marketing or recruitment of prospective students.
 - 2.1.5 Student Support Plan – identifies and plans for any additional support required by an individual student. It identifies particular requirements that the student would need to complete each course and strategies to make the support available.
 - 2.1.6 Student Support Services – Services that ensure that students receive training, assessment and support services that meet their individual needs based on the assumption that the purpose of the support is to maximise the outcomes for the learner.
 - 2.1.7 The Board – Western Sydney University Enterprises Board.
 - 2.1.8 The College – Western Sydney University Enterprises Pty Limited trading as Western Sydney University The College.
 - 2.1.9 The University – Western Sydney University.
 - 2.1.10 VET – Vocational Education and Training.

3 POLICY STATEMENT

- 3.1 The RTO is committed to providing students with support to ensure positive student outcomes. For this purpose, The RTO determines the support needs of individual students and provides access in collaboration with Western Sydney University to the educational and support services necessary for individual students to meet the requirements of the qualification or unit.
- 3.2 The RTO caters for a diverse range of students and aims to identify and respond to the learning needs of students.

4 PRINCIPLES

- 4.1 Access and equity mean ensuring that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through training, irrespective of their age, disability, ethnicity, gender, religion, sexuality, family responsibilities, or location.
 - 4.1.1 To facilitate access and equity, The RTO is committed to providing and promoting non-discriminatory, inclusive practices and processes to provide equal opportunities for all students to achieve learning outcomes.
 - 4.1.2 The RTO uses the same recruitment and enrolment processes for all applicants which are designed to be free from discrimination and offer opportunities to identify individual learning needs and corresponding support.
 - 4.1.3 Students who advise of their disability and/or learning difficulty after enrolment are issued a Student Support Plan and entered on Student Support Register detailing any areas of reasonable adjustment that have been agreed to for the student by the Lead Trainer.
- 4.2 Reasonable adjustment is provided for students with special learning needs (such as a disability or learning difficulty) according to the nature of the learning need. Students may negotiate to customise assessment tasks to meet their individual needs in relation to workplace setting, interests, learning style, literacy, disability or cultural background.
 - 4.2.1 Reasonable adjustments, including learning support, alternative assessment methods, extra time to complete a qualification, unit, or assessment, learning support for basic literacy or numeracy difficulties and use of adaptive technology are made to ensure that the participant is not presented with inappropriate barriers to demonstrating achievement in the program of study. The original integrity of the assessment is maintained.
- 4.3 Where a student needs academic support or where a student is identified to be at risk of not completing the qualification or unit within the expected duration, the Lead Trainer organises a meeting with the student to devise an individual Student Support Plan.
 - 4.3.1 All students are able to gain advice and support at any time from the Lead Trainer/Trainer and/or Course Coordinator in order to maintain satisfactory academic levels at all times. Students requiring additional academic support are

referred to Western Sydney University or The College Student Support Services) as appropriate.

4.3.2 Students have access to support to gain advice and guidance on personal issues. Where The RTO feels further external support should be provided, a referral to an appropriate support service will be made.

4.3.3 All students are required to attend an orientation program at the beginning of their studies. This orientation program includes information on available support and reasonable adjustment for students with a disability or additional learning needs.

4.4 The Lead Trainer arranges academic counselling for all students who choose to re-enrol in a qualification or unit after being deemed Not Yet Competent in a previous enrolment. Students are advised of available support, and conditions may be placed on their re-enrolment in a qualification or unit.

4.4.1 The Lead Trainer records details of any actions to assist the student in a revised Student Support Plan.

5 ROLES AND RESPONSIBILITIES

5.4 The RTO Director is responsible for the application of this Policy and may delegate all or part of their powers to a staff member of The RTO.

5.5 The Lead Trainer is responsible for:

5.5.1 Ensuring appropriate support is provided to all students.

5.5.2 Ensuring accurate and confidential records are kept on student disability or learning difficulty and reasonable adjustment.

5.5.3 Developing (orientation materials) which detail support available for students and ensuring all students have access to this information through orientation activities and the Student Handbook.

5.5.4 Gathering and evaluating progress information on students with learning support and student support plans.

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STATUS AND DETAILS

Status	Current		
Version	1		
Effective Date	10 March 2021		
Review Date	10 March 2024		
Approval Policy	The College Senior Management Team		
Governing Authority	Western Sydney University Enterprises Board		
Endorsed by	The RTO Committee		
Unit Responsible	The College Registered Training Organisation		
Enquiries Contact	The College RTO E: rto@westernsydney.edu.au		
Available On	SharePoint	<input type="checkbox"/>	Website <input checked="" type="checkbox"/>
Policy Code	POL_ACA_006		
Policy Category	Academic		
Related Documents, including Legislation/Policies/Procedures	<p>The RTO Admissions Policy</p> <p>The RTO Admissions Procedure</p> <p>The RTO RPL and Credit Transfer Policy</p> <p>The RTO RPL and Credit Transfer Procedure</p> <p>The RTO Fees and Refunds Policy</p> <p>The RTO Fees and Refunds Procedure</p> <p>The RTO Student Complaints and Appeals Policy</p> <p>The RTO Student Complaints and Appeals Procedure</p> <p>Western Sydney University's Student Support Policy</p> <p>The RTO Student Handbook</p> <p>The RTO Marketing and Advertising Policy</p> <p>Western Sydney University's Student Code of Conduct</p> <p>Smart and Skilled NSW Quality Framework, Contract Terms and Conditions and Operating Guidelines</p> <p>Standards for Registered Training Organisations (RTOs) 2015</p> <p>Competition and Consumer Act 2010</p>		

	VET Student Loans Act 2016 Education Services for Overseas Students (ESOS) Act 2000 National Code of Practice for Providers of Education and Training to Overseas Students 2018
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Summary of Changes from Previous Version