

## Student Support Policy (ADM 122)

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### Compliance Focus

Standards for Registered Training Organisations (RTO) 2025 - Clauses 1.1, 2.2, 4.1, 4.2, 4.3, 2.1.

### Purpose Student Support Policy

This policy outlines the support services available to students and to ensure that all students are aware of how to access these services. As an Enterprise RTO, all students will have been successful in screening processes appropriate to their role, prior to their presentation to PTSA Training.

### Policy

#### 1. Support philosophy

1.1 PTSA Training is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached. Therefore, the RTO ensures that:

- The learning and support needs of all students are assessed upon entry into a program.
- All students are aware of how to access the services they require to successfully complete their training and assessment program.
- Feedback is collected about the RTO's provision of support services and the feedback is systematically collated, analysed and used to improve training services.

#### 2. Needs identification

2.1 Students' needs are identified upon entry into their course of study. Information to make this assessment is gathered through:

- Information provided by the student on the application and/or enrolment forms.
- Assessment of the formal language, literacy and numeracy skills test which is given to each student upon commencement of the course.
- Discussion with the student during their induction to the program.
- Gathering information about each student's prior formal and informal learning and encouraging them to seek recognition for this through the RPL process. (note formal assessments may still need to take place to ensure competency with current workplace standards).
- Developing an individual training and assessment record for each student during the initial stages of a qualification.

### 3. Learning support

3.1 All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- One on one support from the trainer/assessor including direct access to them via email and mobile phone
- Support provided by the trainer/assessor before, during and/or after classes
- Identification of any individual needs you have through a language, literacy and numeracy assessment that assists us to develop a support plan for you
- Supporting those with disabilities by making reasonable adjustments to suit needs if possible
- Referral to relevant external support services as required

### 4. Additional support services

4.1 PTSA Training recognises that all people learn differently and acknowledges that some students may require additional support. Additional support will be provided for any students experiencing:

- disability and access issues
- language, literacy and numeracy issues
- workplace difficulties
- any other issues that may affect their ability to achieve their training goals.

4.2 Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

4.3 Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

### 5. Accessing services

5.1 Students wishing to access any support services should discuss this with their trainer/assessor or the RTO Compliance Manager.

### 6. Educational and support services may include, but are not limited to:

6.1 pre-enrolment materials;

6.2 study support and study skills programs;

6.3 language, literacy and numeracy (LLN) programs or referrals to these programs;

6.4 equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;

6.5 mediation services or referrals to these services;

6.6 flexible scheduling and delivery of training and assessment;

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- 6.7 counselling services or referrals to these services;
- 6.8 information and communications technology (ICT) support;
- 6.10 learning materials in alternative formats, for example, in large print;
- 6.11 learning and assessment programs contextualised to the workplace; and
- 6.12 any other services that the RTO considers necessary to support learners to achieve competency