



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



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 and 0-3.5 (e)-10.1 (r)3.9 (e)-10.2 1MCID 254



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



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STATUS AND DETAILS

Status	Current
Version	1
Effective Date	10 March 2021
Review Date	10 March 2024

Approval Policy



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