



THE RTO STUDENT SUPPORT PROCEDURE

1 PURPOSE

- 1.1 The RTO Student Support Procedure sets out the procedures for The RTO to ensure access and equity for students and maximise student outcomes by additional advice or assistance required to meet specific student needs.

2 SCOPE

- 2.1 The Procedure applies to all prospective and current students at The RTO, and all administrative and academic staff who facilitate teaching, assessment and administrative aspects of the student support.

3 IDENTIFICATION OF TARGET GROUP NEEDS

- 3.1 The RTO identifies training, assessment and support services for the intended target group when developing all Training and Assessment Strategies (TAS) and course brochures. Target Group needs are determined by analysing data from VET and Industry sources, consultation an



4.2 The RTO staff are responsible for identifying students' needs throughout the enrolment process, coursework and any interaction that a staff member may have with a student. It is the responsibility of the Course Trainer to monitor student progress and notify the Lead Trainer/Course Coordinator of any needs that are identified.

4.3 Student needs may be identified as, but not limited to, the following:

4.3.1 Language, Literacy and Numeracy;

4.3.2 flexibility of training;

4.3.3 adjustment to training;

4.3.4 access to materials and equipment;

4.3.5 knowledge and understanding of subject;

4.3.6 validation of current competencies;

4.3.7 disabilities, illness or injury;

4.3.8 hardship and health issues;

4.3.9 fee payment concerns.

4.4 Additional support services that can be provided to the student by The RTO in collaboration with the university include:

	Academic support	Non -academic support
The RTO	<ul style="list-style-type: none"> • Assistance when applying for RPL or Credit Transfer • Learning and assessment support • Briefings on the assessment process • Whether or not any reasonable adjustments need to be applied to suit the student context • 	



- 5.2.5 identifying specific student needs through ongoing staff interactions and feedback;
- 5.2.6 responding to identified issues in an appropriate and timely fashion.
- 5.3 Skills guides and other resources which support skill development (e.g. orientation to study, study skills, referencing conventions, etc.) are available throughout students' study with The RTO.
- 5.4 The RTO staff, including Lead Trainer, Course Coordinators and Trainers respond to



7 STUDENT COUNSELLING

- 7.1** The RTO will provide access to a range of support mechanisms to students who are experiencing personal, health or social issues impacting on their ability to achieve their student goals.
- 7.2** Where student issues are beyond the expertise of the support services provided by Western Sydney University and The RTO, they will be referred to external agencies for specialised support and counselling.

8 DECISIONS, NOTIFICATION AND RECORD KEEPING

- 8.1** Student support strategies are recorded on the Student Support Plan and saved in the student's file on the student management system.
- 8.2** All student monitoring of progress is recorded in the student's file on the student management system.
- 8.3** The RTO staff and Trainers will record any conversation undertaken with a student, including discussions about providing extra support, reasonable adjustments or referral to the Student Support Services.



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STATUS AND DETAILS

Status	Current		
Version	1		
Effective Date	10 March 2021		
Review Date	10 March 2024		
Approval Authority	The RTO Committee		
Approval Policy	The College Senior Management Team		
Governing Authority	Western Sydney University Enterprises Board		
Unit Responsible	The Registered Training Organisation		
Enquiries Contact	The College RTO E: rto@westernsydney.edu.au		
Available On	SharePoint		Website
Procedure Code	PRC_ACA_006		
Procedure Category	Academic		
Related Documents, including Legislation/Policies/Procedures	<p>LLN Testing Documents</p> <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 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>Letter of Offer</p> <p>Student Support Register</p> <p>Student Support Plan Template</p> <p>Training and Assessment Strategies</p> <p>Trainer Daily Reports</p> <p>Attendance Records</p>		



	Standards for Registered Training Organisations (RTOs) 2015
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Summary of Changes from Previous Version