

Student Support Policy

Purpose

This policy is designed to provide Students and Staff with clear information in relation to the support and services available to support our Students throughout the duration of their Training Program and the policy outlines the commitment of Skillinvest to provide inclusive, equitable and effective support to all students, ensuring their success and wellbeing throughout their Training Program in line with the Outcome Standards for NVR RTOs 2025.

Policy

Skillinvest is committed to ensuring the principles of access and equity are adhered to and we comply with legislative requirements, we are committed to:

- Supporting diverse student needs, including those with a disability, cultural or linguistic background diversity, and socio-economic disadvantage
- Promoting student wellbeing, engagement and progression
- Ensuring access to appropriate support services
- Implementing Individual Learning Plans (ILP) for Students
- Maintaining compliance with Regulatory/Contractual requirements

Skillinvest ensures Students have access to support services, Trainers and Assessors and other Staff to support their progress throughout their Training Program.

Skillinvest seek to provide support to Students including health and wellbeing of Students, language, literacy and numeracy (LLN), cultural awareness, disability needs or reasonable adjustment.

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

- Pre-enrolment materials
- Study support and study skills programs
- Language, literacy and numeracy (LLN) programs or referrals to these programs
- Learner Support Services (LSS) and referral to LSS Provider
- Equipment, resources and/or programs to increase access for Students with disabilities and other Students in accordance with access and equity
- Learning resource center's
- Mediation services or referrals to these services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referrals to these services
- Information and communications technology (ICT) support
- Learning materials in alternative formats, for example, in large print
- Learning and assessment programs contextualised to the workplace
- Any other services that the NTV RTO considers necessary to support Students to achieve competency
- For apprentices and trainees, access to Disabled Australian Apprentice Wage Support Program (DAAWS)
- Connecting with JobAccess for information and advice <https://www.jobaccess.gov.au/>
- Use of Assistive Technology (sometimes referred to as Adaptive or Inclusive Technology)

- Wellbeing Services
- Access to Trainer and Assessors and other staff throughout the training product

Access to Student Support Policy

As part of our enrolment process, Skillinvest ensure Prospective Students are informed of the Student Support Policy which is available on our website.

The Skillinvest representative is responsible for identifying and determining suitability of the Training Program for each Prospective Student, taking into account the student's skills, competencies, LLN results, proficiency in digital literacy and the requirements of the Training Program. As part of this process, we will engage Prospective Students to identify and understand their individual needs and support services available in conjunction with discussing with the student the development of an Individual Learning Plan (where applicable). This ensures early intervention and that our Students are provided with the appropriate support to successfully complete their Training Program.

Based upon the outcome of the review, the Skillinvest representative will provide advice to each Prospective Student about whether the Training Program is suitable, or alternative options such as referring the Prospective Student to the appropriate services or Training Program.

Learner Support Services (LSS)

Skillinvest ensure Students undertaking a funded Training Program in South Australia are informed of the additional support services available through our LSS providers at the time of enrolment and throughout the duration of their Training Program. Contact details of LSS providers with whom Skillinvest have approved agreements are located in the UAN Policy.

We are committed to ensuring Students are provided with the relevant support and will refer eligible Students to LSS or advise Students that they can self-refer if they would prefer for these services available. We will ensure Student consent is provided prior to referring the Student to LSS and completing the referral process.

LSS can provide individualised support to Students with challenging life situations through a personal coaching, mentoring and case management process. This support can be provided through our LSS providers in a range of situations that Students may be facing including:

- Family issues
- Domestic violence
- Housing and homelessness
- Interactions with the justice system
- Financial stress
- Mental health and other disability issues
- Study skills development
- In-class support needs
- Transitioning into an adult learning environment from school or after not studying for a long time
- Transitioning into work after study

Skillinvest will ensure any Students who are referred to Learner Support Services will be incorporated into the Individual Learning Plan and monitored as required.

References

Student Selection and Enrolment Policy & Procedure

UAN Policy

Individual Learning Plan

LSS Fact Sheet for Students

Student Support Procedure

Student Support Procedure		
STEP 1 – Identify individual support		
No.	Who	Actions
1.1	Skillinvest Authorised Representative	- The enrolment process is completed with the prospective Student, including the Student Enrolment Pack and Language, Literacy and Numeracy Assessment - The Skillinvest Authorised Representative will determine if the Training Program is suitable for the Student to enrol into, taking into consideration all of the information provided - Individual support or additional needs identified may be discussed For eligible Students undertaking a Training Program through South Australia: - Referral to SWS (where applicable) will be made with the consent provided by the Student and the referral process followed accordingly - The Skillinvest Authorised Representative will inform the Student of Learner Support Services available and advised this can be a referral by Skillinvest or a self-referral
STEP 2 – Complete the Individual Learning Plan		
No.	Who	Actions
2.1	Skillinvest Authorised Representative	- The Skillinvest Authorised Representative will develop the Individual Learning Plan (ILP) in consultation with the Student and employer (as applicable) - All parties will agree and sign the ILP - This will be submitted to the Administration Department for processing
STEP 3 – Monitor and Review		
No.	Who	Actions
3.1	Trainer and Assessor	- The Trainer and Assessor is responsible for monitoring the progress of the Student and implement the ILP as required - For existing ILPs, the Trainer and Assessor will continue to monitor and review the ILP throughout the duration of the Training Program - Any changes or adjustments will be recorded on the ILP - The Trainer and Assessor will inform all parties of any relevant changes or recommendations to support the

		Student in their Training Program Throughout the duration of the Training Program, the Student can be referred with their consent or self-refer to Learner Support Services.
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