

PP12 – Student support services policy

1. Purpose

This policy outlines how AEATS provides support services, including access to trainers, assessors, and support staff, to ensure that all VET students can progress effectively through their training product. It supports compliance with Outcome Standard 2.3.

2. Scope

This policy applies to all enrolled VET students and staff involved in student support, including trainers, assessors, the Student Support Officer, and administrative personnel.

3. Definitions

Term	Definition
Student Support Services	Services that assist students with academic and non-academic barriers to progress, including LLND support, study skills, and wellbeing referrals
Support Staff	Includes the Student Support Officer, Enrolment Officer, and Trainers/Assessors
Access Schedule	Structured methods of informing students when and how they can reach support personnel (verbally, written, or online)

4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standard 2.3
- National Vocational Education and Training Regulator Act 2011

5. Policy Statement

AEATS is committed to providing high-quality and timely support services that are responsive to each student's individual learning needs. Students will have:

- Access to trainers, assessors, and support staff
- Information about how and when support can be accessed

- Timely responses to queries
- Tailored support based on identified learning barriers including LLND challenges, personal circumstances, or digital skill needs

6. Step-by-Step Procedure

Step	Action	Responsible
1	Identify student support needs via Pre-enrolment conversations and LLND assessment	Enrolment / Student Support Officer
2	Discuss individual support needs with the Trainer and Compliance Manager to ensure a team approach. Record details about the support plan.	Student Support Officer
3	Provide tailored support based on need (e.g. study skills, LLND tutoring, flexible delivery) <ul style="list-style-type: none"> - Havent studied before or in a long time = study skills video /links - LLND = Additional tutoring or extended assessment time frames. - Identify potential learner schedules and offer aligned program (Zoom/express/classroom) - Discuss fees, childminding, study time, what it will be like in class, expectations: arrival times, behaviour/respect, assessment due dates, practical placement. 	Trainer / Student Support Officer / Enrolment Officer
4	Inform students of support options available	Trainer / Student Support Officer / Enrolment Officer
5	Provide students with guidance on how to request support (during orientation and in the Student Handbook)	Student Support Officer / Trainer
6	Provide all students with access to the digital assessment practice page	Enrolment Officer
7	Respond to student queries within 2 business days via phone or email	Relevant Trainer / Team member
8	Follow up ongoing support cases and adjust support plans where necessary	Student Support Officer / Trainer
9	Review and audit support effectiveness annually	Compliance Manager

7. Related Documents

- Student Handbook
- Digital Assessment Practice Page
- LLND Assessment Results
- Support Referral Form
- Student Records