

POLICY

STUDENT SUPPORT AND WELLBEING

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Purpose

- 1.1 The purpose of this Policy is to always ensure that the RTO provides support so that students can successfully complete their course they are enrolled in, and their satisfaction is met throughout their learning journey.
- 1.2 The RTO outlines in this document processes to determine the support needs of individual students and to provide access to the necessary educational and support services to meet the requirements of the training product as specified in the training packages that are part of the RTOs scope of delivery and assessment.

2. Scope

- 2.1 This policy relates to Allens Training PTY Ltd RTO 90909, its trainers and assessors and employed staff. It includes any third party providing services on behalf of the RTO, including their trainers and assessors and administration staff. It also covers prospective and current students that are enrolled in any short courses, qualifications and accredited courses within the RTOs scope of delivery.

3. Policy

- 3.1 The RTO and their associated third party providers delivering training and assessment on behalf of the RTO determine the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the training product as specified in training packages or VET [vocational education and training] accredited courses.
- 3.2 Academic support services are provided mostly to students throughout their enrolment period to ensure they can complete their course successfully and to obtain maximum learning satisfaction. These support services are free of cost if the services are provided within pre-determined training and assessment hours. Support services provided outside of the pre-determined training and assessment hours may have an additional cost for all students. Students must be informed of and agree to any additional costs before they are incurred.
- 3.3 The RTO has appointed student support staff as follows:
 - Student Welfare Officer available for critical incident situations, so they are handled and recorded in a timely manner
 - First Nations Student Support Officer available to First Nations students or training providers ensuring students feel seen, heard and are supported throughout their learning journey.

- 3.4** The RTO provides access to reasonable adjustments in compelling and compassionate situations to ensure students can complete their course within the agreed duration of the course and to maximise their learning outcome. For further information on reasonable adjustments, please refer to the Reasonable Adjustment Policy.
- 3.5** The RTO has both a Complaint Policy and Appeal policy that is available for download in the student portal and on our website to ensure all complaints and appeals are professionally handled, resolved, and recorded. The RTO conducts assessment appeal processes in accordance with the Complaints Policy and Appeals Policy to ensure fair assessment judgements are made to maximise learning outcomes. For further information please refer to the Complaints Policy and the Appeals Policy.
- 3.6** Prior to enrolment or the commencement of training and assessment, the RTO provides current and accurate information to the prospective student located on our website or accessible within their Training Desk student portal. The information provided enables the student to make informed decisions about their training.
- 3.7** The Student Handbook covers the rights and responsibilities of the student and the RTO.
- 3.8** Prior to enrolment or the commencement of training (whichever is the earliest) the RTO or their associated third party training provider delivering training and assessment on behalf of the RTO aims to identify individual support needs of the student. This may include, but not be limited to:
- LLN support
 - Assistive technology i.e. captioned text
 - Additional tutorials including online tutorial support – unlimited access to course content and resources to review completed online learning to refresh their knowledge and skills
 - Other mechanisms, such as assistance in using technology for online delivery components
- 3.9** Student Support contact Methods and Times:
- a. Students can access their training provider by telephone during business hours. This will include access to their trainer at reasonable times outside of class.
 - b. Students can email their training provider outside of business hours and will be responded to within a reasonable timeframe on the next business day.
 - c. Students can contact Allens Training directly by telephoning 1300 559 064 during office hours and submitting a student support request at any time.
 - Our student helpdesk is available 24/7 through our website and the student portal – lodging a ticket within the portal allows us to quickly provide additional support if necessary, so that they can continue to develop the skills and knowledge needed to complete their online course. This helps maintain student satisfaction and encourages successful progression and completion.
 - Student support requests are responded to quickly by the training provider or admin staff and are monitored outside of business hours.
 - d. It is our aim to respond to email and student support requests as soon as practicable. Trainers may be contacted during office hours outside of training commitments.
- 3.10** The RTO commits to keeping students updated and always informed about any changes that might impact successful completion of their course. If there are any changes to an agreed service, the student will be advised as soon as possible in relation to any aspect that would affect their enrolment or learning outcome.

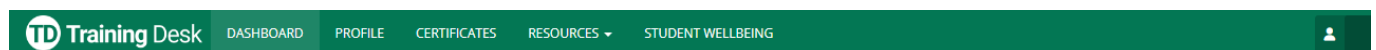
4. Procedure

4.1 Academic Support Services:

- a. LLN Support is provided only if determined as required and can be provided by an LLN Specialist (at an additional cost to the student) or the trainer and assessor who is responsible to deliver and assess the structured learning and assessment course the student has been enrolled in. If LLN support is identified at a later stage, the reasonable adjustment process will apply.
- b. Digital support, if determined that the student has reduced knowledge on the handling and use of tools such as basic computer skills, internet use and so forth, especially when the course they are enrolled involves significant use of technology. If digital support is identified after enrolment, the reasonable adjustment process will apply.
- c. Assessment appeal: If a student is unsatisfied with the assessment outcome provided by the course assessor, students can appeal the assessor's decision. Upon identifying such dissatisfaction, the Trainer and Assessor must first engage in a one on one discussion to explain the 'Not Satisfactory' outcome. If the student still disagrees and wants to appeal the decision, the student must fill out the Complaint and Appeal form and submit by emailing compliance@allenstraining.com.au Although all students are provided with information about the assessment appeal process, it is the Trainer and Assessor's responsibility to explain the Assessment Appeal process and to direct the student appropriately.


4.2 Student Support Requests:

1. Log into your Training Desk Portal



2. Select Support: Create A Request located at the right of your screen

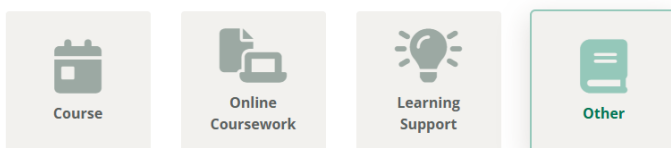
Support

 CREATE A REQUEST

3. Select the type of Support Request you need: Course; Online Coursework; Learning Support or Other

Submit A Support Request CANCEL REQUEST

Step 1. What Do You Need Support With?



Step 2. Your Support Request

In order to ensure we are able to provide the most efficient response to your request, please include all relevant information and a comprehensive explanation of the issue. Please also include any screen shots or supporting files as uploaded files with this request

Description of issue

+ ADD A FILE

NEXT BACK CANCEL REQUEST

4. Select your course type, or if requesting general support or information, provide as much detail as possible

Step 1. What Do You Need Support With?

Four buttons for selecting support type: Course, Online Coursework, Learning Support (highlighted), and Other.

Step 2. Which Course?

Course id
Fill a course id or click search Q SEARCH FOR COURSE

NEXT **BACK** **CANCEL REQUEST**

Submit A Support Request CANCEL REQUEST

Step 1. What Do You Need Support With?

Four buttons for selecting support type: Course, Online Coursework, Learning Support, and Other (highlighted).

Step 2. Your Support Request

In order to ensure we are able to provide the most efficient response to your request, please include all relevant information and a comprehensive explanation of the issue. Please also include any screen shots or supporting files as uploaded files with this request

Description of issue

+ ADD A FILE

NEXT **BACK** **CANCEL REQUEST**

Requests submitted will generally be responded to within 1 hour of submission, however based on office hours, some requests may take up to 24 hours of submission to receive a response.

4.3 Paid Academic Support Services:

- a. LLN support sessions/foundation skills: If a student’s foundation skills do not meet the minimum foundation skills requirements of the course that they want to enrol in, the student will not be able to commence the course. On such occasions, the RTO will recommend the student to undertake an LLN support course (external) which may incur an additional cost. If the students to complete a formal foundation skill course, the RTO will refer the student to another training provider as the RTO does not provide specialist courses in this area. The RTO will discuss with the student their options and it is up to the student to decide if they want to proceed with the course or withdraw from the course. If the student needs to be referred to any other organisation, the RTO will assist the student with a list of local or available organisations, leaving the final decision to the student. The RTO has no partnership arrangements for such situations and the list of providers will be randomly selected at that point in time.

4.4 Non-Academic Student Support Services:

- a. The non-academic student support services are provided to students from pre-enrolment to the certificate issuance stage of the learning journey. These student support services are mostly related to administration services and are free of cost. Services that are related to welfare support will be dealt with on a referral basis only and may incur an additional cost to the student. A list of organisations or specialists will be provided to the student along with the specialist professional fees. The welfare services are randomly selected and updated, considering different options of locations and prices.
- b. Students will be referred to external support services where a request has been received for any of the following support areas:
 - Cultural Support
 - Disability Support
 - Emotional Support
 - Family Support
 - Financial Support
 - Professional Counselling

4.5 Mental health related issues:

- [Lifeline](#)
Counselling services for anyone at anytime.
Phone 13 11 14
- [Kids Helpline](#)
Telephone and online counselling for young people aged 5-25.
Phone 1800 551 800
- [SANE helpline](#)
Information, advice and referral for mental illness.
Phone 1800 187 263
- [beyondblue](#)
Information and referral for depression and anxiety.
Phone 1300 224 636
- [13YARN](#)
A 24-hour national crisis support line for mob who are feeling overwhelmed or having difficulty coping. They offer confidential, one-on-one yarning with Lifeline-trained Aboriginal and Torres Strait Islander crisis supporters.
Phone 13 92 76

5. Responsibilities

Training Provider, Trainers and Admin

- 5.1 Training Providers, Trainers and Administration staff are responsible to provide contact and support to VET Students as follows:

Training Provider:

- Training provider is responsible to communicate contact details, consultation timeframes to the student on enrolment into a course. This will include providing telephone, email and student support request information including how and when the student has access to the trainer or staff and expected response timeframes.

Trainers:

- Students should have access to trainers at the course where support is required. Students can contact trainers via email, phone, and scheduled consultation times for academic support, clarification of course content, and assessment guidance.

Admin staff:

- Students can telephone 1300 559 064 during business hours where they will be responded to by our dedicated administration staff. Student enquiries will be directed to the appropriate team, trainer or support person available.
- Student Support Requests are monitored by the administration team during office hours and management outside of office hours. Student Support Requests are given priority and will be responded to quickly however can take up to 24 hours during outside of office hours. Enquiries are directed to the appropriate team, trainer, training provider or support person available.

Compliance, monitoring and review

- 5.2** The General Manager of Regulatory Compliance is responsible for implementing, reviewing, monitoring, and ensuring compliance with this policy.

Reporting

5.3 Documenting Student Support

All staff are responsible for reporting and recording any conversations whether written or verbal they have with a student in regard to student support services. Records and supporting evidence must be recorded in a ticket within the student's profile and linked to relevant entities where applicable i.e. trainer, third party provider, booking or course.

At all times, the RTO must remain conscious of the student's privacy and confidentiality during all contact between the student, RTO staff and third party providers.

Records management

- 5.4** Evidence relating to the collection of student assessment evidence leading to a judgement decision must be maintained in Training Desk.

6. Definitions

RTO – Registered Training Organisation: a training organisation authorised to deliver VET Programs and courses.

VET – Vocational Education and Training: learning that directly relates to getting employment. VET is designed to teach individuals knowledge and specific practical skills to help them in the workplace.

Third-party providers: Any partner that has a formal agreement with the RTO and provides services on behalf of the RTO but does not include a contract of employment between an RTO and an employee. Third-party providers are responsible for:

- Recruitment of prospective learner
- Enrolment of learners
- Training and assessment services

Short courses: Most of our students complete short courses such as first aid required for the purposes of employment. These courses are run over a shorter timeframe and may range from 2 hours to 2 days.

Qualification courses: Students completing a full qualification course over a longer period i.e. 12 – 24 months therefore supporting their progress can take a different pathway.

Student support ticket: All students regardless of their pathway have all the support requirements including the ability to raise a support ticket from within their student portal and have a specialist staff member provide advice for the issue raised.

7. Related Legislation & Documents

[Standards for Registered Training Organisations \(RTOs\) 2015](#)

[National Vocational Education and Training Regulator Act 2011](#)

[Complaints Policy](#)

[Appeals Policy](#)

[Reasonable Adjustment Policy](#)

[Student Enrollment Policy](#)

[Privacy Policy](#)

Student Fact Sheets – Student Training Desk Portal:

- Student Support Services
- Student Health and Safety while undertaking learning
- Equity and Inclusion: Your Rights and Support for Success
- Reasonable Adjustments and Learning Accommodations: Supporting your Learning Needs
- Welfare and Personal Wellbeing
- Bullying, Harassment and Grievances
- Student Rights and Responsibilities
- Privacy and Confidentiality: Protecting your personal information
- Safeguarding and Supervision for Under-18 Students
- Using Student Support Requests to contact us
- Supporting our First Nations Students: The Role of Our First Nations Student Support Officer

8. Feedback

8.1 Feedback about this document can be emailed to compliance@allenstraining.com.au.

9. Approval and Review Details

Approval Authority			Next Review Date
CEO			June and December each year
Version	Effective Date	Author(s)	Description
Draft	08.09.2022	Ferne Robinson	Initial draft
V1.0	01.07.2023	Ferne Robinson	V1.0
V1.1	21.01.2025	Ferne Robinson	V1.1 – updated in response to the release of the Draft Revised Outcome Standards effective 1.7.25