

RTO POLICIES AND PROCEDURES

QUALITY AREA 2: VET STUDENT SUPPORT

DIVISION 1 – TRAINING SUPPORT

RELEVANT STANDARDS 2.3, 2.4

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Section 1: Purpose

This policy and procedure ensures that all VET students have equitable access to training support throughout their enrolment and that reasonable adjustments are made for students with disability, in line with the Outcome Standards for RTOs (2025).

Section 2: Scope

This policy applies to all VET students enrolled with Newcastle Rescue and Consultancy Pty Ltd, and to all staff and third parties involved in the delivery and support of training products.

Section 3: Key Compliance Requirements

- Outcome Standard 2.3: Access to support services, trainers and staff
- Outcome Standard 2.4: Reasonable adjustments for students with disability
- Disability Standards for Education 2005
- Relevant clauses of the ASQA Practice Guide: Training Support

Section 4: Policy Statement

Newcastle Rescue and Consultancy Pty Ltd is committed to ensuring all students are provided with access to appropriate training support services throughout their training journey. This includes identifying needs at enrolment and throughout training, responding in a timely manner (within 2 business days), and implementing reasonable adjustments for students with disability.

Students are informed of available support services and staff contact procedures at enrolment, in the Student Handbook, and via the Learning Management System (LMS). Support contact schedules are also available during orientation and upon request.

Section 5: Procedures

5.1 Identifying and Providing Training Support

#	Responsible	Action	Supporting Tool / Record	Std
1	Operations Manager	Identify support needs of target groups in TAS	TAS	2.3
2	Trainer	Identify student needs through enrolment and pre-training review	Q2.D2-LLND Assessment Cert Level III-IV Q2.D2-Course Suitability Checklist	2.3

#	Responsible	Action	Supporting Tool / Record	Std
3	Trainer/Assessor	Monitor academic and attendance progress	Q2.D2-Student Attendance Sheet, Q2.D2-Trainers Report	2.3
4	Student Support Officer	Inform students at induction and via Student Handbook how and when they can contact trainers, assessors and support staff, including: <ul style="list-style-type: none"> Contact hours and preferred contact methods Emergency or after-hours contact procedures (where applicable) Trainer contact details via email, phone, LMS Links to Wisenet support channels 	Q2.D2-Student Induction Form Q2.D1-Student Handbook Induction Email, Wisenet	2.3(c)
5	Trainer/Assessor	Initiate support referral and submit Support Services Form	Q2.D2-Support Services Form Q2.D2-Support Services List	2.3
6	Student Support Officer	Coordinate support access and referrals	Q2.D2-Support Services Form	2.3
7	Trainer & RTO Manager	Develop and implement intervention plan if required	Q2.D2-Intervention Plan Form	2.3
8	Operations Manager	Discuss support cases at Quality and Compliance Meeting	Q4.D3-Governance Meeting Minutes	2.3
9	All Staff	Respond to student queries within 2 business days. Provide support via phone, email or LMS in line with published contact protocols.	Email, Phone Logs, LMS	2.3(d)

5.2 Making Reasonable Adjustments

#	Responsible	Action	Supporting Tool / Record	Std
1	Student	Disclose disability or support need	Q2.D1-Enrolment Agreement Form,	2.4

#	Responsible	Action	Supporting Tool / Record	Std
			Q2.D2-Support Services Form	
2	Trainer	Identify required adjustments and consult with RTO Manager	Q2.D2-Support Services Form	2.4
3	Trainer & Operations Manager	Develop Training Adjustment Plan	Q2.D2-Training Adjustment Plan	2.4
4	Operations Manager	Approve and monitor the adjustment	Q2.D2-Training Adjustment Plan Q4.D3 Training Evaluation Form – Student	2.4
5	Trainer	Implement adjustment and monitor learning outcomes	Class Record / Wisenet	2.4
6	Operations Manager	Retain all adjustment documentation	Student File	2.4
7	Quality Team	Review adjustment cases during audit cycle	Q4.D3-Governance Register.xlsx/OFI tab	2.4
8	Operations Manager	If adjustment is not possible, provide written explanation to student including rationale and alternatives	Email, Support Services Form	2.4

Section 6: Evidence and Records Matrix

Record	Location	Retention Period	Responsible
Support service request forms	Student file / LMS	7 years	Student Support Officer
Reasonable adjustment records	Student file	7 years	Operations Manager
Communication logs (emails, tickets)	CRM / LMS	7 years	Relevant Staff Member
Third party agreements & reviews	Governance Register / THP tab	7 years	Operations Manager
Attendance and risk indicators	Student Attendance Form	7 years	Trainer

Record	Location	Retention Period	Responsible
Intervention plans	Student file	7 years	Trainer / Operations Manager

Section 7: Roles and Responsibilities (RACI Table)

Task	Responsible	Accountable	Consulted	Informed
Identify training support needs	Trainer/Assessor	Operations Manager	Student	Student
Provide support services	Student Support Officer	Operations Manager	Trainers	Student
Make reasonable adjustments	Operations Manager	CEO	Trainer, Student	Student
Monitor student progress	Trainer/Assessor	Operations Manager	Student Support Officer	Student
Review third party compliance	Operations Manager	CEO	Third Party	Governance Team

Section 8: Monitoring and Review Cycle

This policy is reviewed annually or sooner if there is a significant change in:

- Legislation or regulation
- ASQA guidelines
- Feedback or internal audit findings

Next Mandatory Review: 01 Jul 2027

Section 9: Document Control History

Version	Date	Description	Reviewer
2025.1.0	1 July 2025	First release under 2025 Standards	Operations Manager