

# RTO Student Support and Wellbeing Policy

## Purpose

The purpose of this Policy is to ensure AGA RTO's VET students are treated fairly and are properly informed, protected, and supported in accordance with:

- a. The Standards for RTOs (2025), Standards:
  - 1.8 – Ensuring safe, accessible, and sufficient facilities and resources
  - 2.1- 2.8 – Providing clear information, inclusive support, wellbeing support and complaints and appeals management
  - 3.1 – Ensuring the RTO is appropriately staffed to deliver support services
  - 4.3 – Identifying and managing risks to VET student wellbeing
  - 4.4 – Systematic monitoring and evaluation of student support strategies
- b. The Victorian Standard VET Funding Contract (Schedule 1, Part A – Sections 1 and 4)

This policy outlines AGA RTO's commitment to providing support to students, promoting their wellbeing, ensuring equitable access to training, providing timely assistance and a safe and inclusive environment students feel safe, respected, and empowered to thrive and learn.

## Scope

This Policy applies to all VET students enrolled in any training product delivered by AGA RTO, including through online, workplace-based, or third-party arrangements.

## Definitions

**Access** in the context of this policy refers to the ability of potential VET students to enter training to improve their career prospects despite an individual's age, gender, nationality, disability and sexual orientation.

**ASQA** means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body.

**AQF** standards for Australian Qualifications Framework, which is the national policy for regulated qualifications in Australian education and training.

**Child safety** in the context of this policy, means measures to protect children from child abuse, neglect or any form of cultural, emotional, psychological or physical harm.

**Equity** in the context of this policy centres on ensuring fair access, participation, and outcomes for all VET students, regardless of their background or life circumstances, using strategies such as, providing a supportive learning environment, adjusting assessments to meet the needs of the individual student, ensuring training materials are inclusive and allowing flexibility in the payment of fees.

**Intervention** means strategies applied to assist students to improve academic performance such as LLND support or attending additional classes or undertaking additional supervised learning.

**LLND** stands for Language, Literacy, Numeracy and Digital Literacy.

**Reasonable Adjustment** is a measure or action taken to assist a student with disability or long-term medical condition take part in their training and assessment on the same basis as their peers without disability.

**RTO** is Registered Training Organisation.

**Reasonable Support** is services provided to a student that allows them to positively engage in their studies to maximise their academic success and potential that is proportionate to their required need within reason without placing unjustifiable hardship on the RTO. Reasonable support may include adjustment of training and assessment methods include flexibility with timing or the use of alternate technologies and resources.

**Services** means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners.

**Special Consideration** is available for a student during the terms where they been affected by illness or other unexpected circumstance, which has affected their capacity to undertake, prepare for, or complete any component of an assessment.

**Standards** means the Standards for Registered Training Organisations (RTOs) 2025.

**Training product** means AQF qualification, skill set, unit of competency, modules and accredited short course.

**VET** means Vocational Education and Training.

## Policy Statement

AGA RTO is committed to fostering a learning environment in which VET students are treated fairly, are properly informed, protected, and supported throughout their training journey. AGA RTO will ensure that timely, appropriate, and individualised support is available to all VET students, with a particular focus on student wellbeing, access and equity, diversity, and inclusion.

### VET Student Support Principles

- **Sufficiency, suitability and safety of training facilities, resources and equipment**
  - AGA RTO will ensure that AGA facilities, resources and equipment are compliant with applicable Commonwealth, state and local government health and safety requirements and building codes, and contain suitable and sufficient amenities such as toilets, change rooms, disability access facilities, common areas, seating, sufficient lighting, and heating and cooling.
  - AGA RTO will ensure that VET students have access to the facilities, resources, and equipment they need to participate in training and assessment, and that these will be relevant to the training product and current industry practice and are of a sufficient size to serve student cohorts.
- **Clear and accurate information**
  - AGA RTO will systematically and regularly review the information provided to VET students to ensure accurate, current and relevant information about training products fees and charges, student rights and obligations, complaints and appeals procedures, records access procedures, privacy of information, and support and wellbeing services available to them.
  - AGA RTO will use a robust pre-enrolment review process and provide realistic advice to VET students to ensure they can make informed decisions based on their own capabilities and

learning goals.

- VET students will be informed in a timely manner about changes to any training product, or AGA RTO's operations that may affect VET students, including any changes relating to the transition of superseded, deleted, or expired training products.
- **Access to training support**
  - AGA RTO will ensure all VET students will have reasonable access to training support services and qualified staff (trainers, assessors, and support staff) to ensure they can progress through the training product.
  - LLND Coordinators will provide specialised student support to VET Students.
  - AGA RTO will also train trainers in language, literacy, numeracy and digital literacy support strategies.
  - Trainers and assessors monitor student progress as per the RTO Training and Assessment Policy, to determine the level and type of support required, including academic support, LLND support, assessment guidance and administrative assistance.
- **Reasonable adjustments and inclusive practices**
  - VET students are encouraged and supported to disclose their disability in the pre-training review if they wish to do so.
  - AGA RTO will implement reasonable adjustments for VET students with disability or specific learning needs to enable full participation in training and assessment on an equal basis. This will be done in consultation with the LLN Support Team and the trainer.
- **Diversity and Cultural Safety**
  - AGA RTO respects and celebrates diverse identities, cultures, abilities, and backgrounds, including Aboriginal and Torres Strait Islander peoples, LGBTIQ+ students, culturally and linguistically diverse (CALD) communities, and people with disability.
  - In line with its Code of Conduct, AGA RTO ensures that the learning environment is free from racism, discrimination or any other form of harassment.
- **Wellbeing Support**
  - AGA RTO will identify the wellbeing needs of its VET student cohort and implement strategies to support mental health, personal resilience, safety, and engagement.
  - Support strategies may include access to internal wellbeing resources, referrals to community support services, and processes to manage critical incidents and risk.
- **Child Safety**
  - AGA RTO will ensure a safe, supportive, and inclusive environment for children and young people by developing and implementing child safety and wellbeing policies, and families, to ensure compliance with child protection laws and mandatory reporting requirements.
  - In complying with Standard 11 of the Child Safety Standards, AGA RTO will ensure:
    - policies and procedures address all Child Safe Standards

- policies and procedures are documented and easy to understand
  - regular reviews, risk assessment, evaluation and continuous improvement of child safe practices
  - complaints, concerns and safety incidents are analysed to identify causes and systemic failures to inform continuous improvement
  - leaders champion and model compliance with policies and procedures
  - staff and volunteers are trained and understand and implement policies and procedures.
- **Feedback and complaints management**
    - AGA RTO will ensure VET students are encouraged to provide feedback or make complaints so it can address suggestions and concerns promptly according to the AGA RTO Complaints and Appeals Policy and Procedure.
    - AGA RTO will ensure all valid suggestions and constructive outcomes of complaints and appeals processes will be used for developing and refining inclusive practices and policies and continuously improving the operations of the organisation.

## Responsibilities

The Education and Training Manager is responsible for ensuring compliance with this policy.

## Records Management

All documentation related to Student Welfare, Child Safety, Complaints and Feedback will be recorded and maintained in accordance with AGA RTO Records Management Policy.

## Monitoring and Improvement

All practices and procedures are monitored by the Education and Training Manager and the RTO Management Team, and areas for improvement identified and acted upon, in accordance with AGA RTO Continuous Improvement Policy.

## Responsible Persons

Education and Training Manager  
 Training Manager  
 Operations and Quality Manager  
 Quality and Compliance Team  
 LLN Support Team

## Related Documents

AGARTO Application and Enrolment Policy and Procedure  
 AGA WHS Policy and Procedure  
 AGA RTO Training and Assessment Strategy Policy and Procedure  
 AGA RTO Training and Assessment Policy and Procedure  
 AGA RTO Continuous Improvement Policy and Procedure  
 AGA RTO Complaints and Appeals Policy and Procedure  
 AGA RTO Governance Policy  
 AGA RTO Marketing Policy and Procedure  
 AGA RTO Privacy and Personal Information Policy and Procedure  
 AGA RTO Records Management Policy and Procedure  
 AGA Student Handbook  
 Third Party Agreement Document

## Document Control

Document Name:	RTO Student Support and Wellbeing Policy and Procedure
Document Owner:	Training Manager
Approved by- Name & Role:	Sarah Collisson, Education and Training Manager
Date Approved:	07/10/2025
Evidence of Approval:	Email
Revision Approved Date:	
Version No:	1.0
Next Review Due:	October 2026

## Revision Record

Date	Version	Revision description