ADDITIONAL SUPPORT POLICY

RELEVANT STANDARD(S):
National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 – Standards 2.3, 2.4, 2.6

PURPOSE
Integrity RTO Solutions is responsible for ensuring that the educational and support services it provides meet the needs of the student cohort/s undertaking the training and assessment.

This policy ensures that Integrity RTO Solutions has mechanisms in place to collect, analyse and act on any support requirements that are additional to the provision of standard services. This ensures individual students are provided access to the educational and support services necessary for them to meet the requirements of the training product as specified in training packages or VET-accredited courses.

This policy also ensures that Integrity RTO Solutions determines the amount of training required in accordance with the requirements of the relevant training package and in consideration of each individual student's existing skills, knowledge, and experience with respect to the relevant vocational competency.

POLICY PRINCIPLES
Integrity RTO Solutions is responsible for collecting, recording, analysing, and acting on additional support information that could adversely impact a student's ability to undertake and complete a course.

This includes but is not limited to, any disability or impairment that restricts access and equity as well as English language, literacy and numeracy (LLN) information obtained from students prior to enrolment and prior to the commencement of their first unit of competency.

Educational and support services may include, but are not limited to:
1. pre-enrolment materials;

2. study support and study skills programs;

3. language, literacy and numeracy (LLN) programs or referrals to these programs;

4. equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity;

5. learning resource centres;

6. mediation services or referrals to these services;

7. flexible scheduling and delivery of training and assessment;

8. counselling services or referrals to these services;

9. information and communications technology (ICT) support;

10. digital literacy to ensure students meet the required technological knowledge in order to participate effectively in the course

11. learning materials in alternative formats, for example, in large print;

12. learning and assessment programs contextualised to the workplace;

13. wellbeing services;

14. reasonable adjustments for any disability or impairment; and

15. any other services that the RTO considers necessary to support students to achieve competency.

Integrity RTO Solutions will abide by the following principles:

Assessment of Need and Identifying Additional Support

1. Each eligible student of Integrity RTO Solutions is asked to provide information prior to enrolment to a full qualification or training regarding any additional support requirements. The **Enrolment Form** and **Pre-Enrolment Assessment Form** provide students with the opportunity to identify and advise if they are aware of LLN issues, disabilities or impairments that may impact their ability to undertake study in their chosen course.

2. Integrity RTO Solutions will conduct an assessment of need prior to enrolment or prior to commencement of training. It will ensure that assessment of need is undertaken at the earliest possible opportunity and that it manages any identified support needs.

3. Company will promptly and efficiently respond to all relevant queries regarding additional support, ensuring students receive clear guidance on their available options without unnecessary delays.

4. Integrity RTO Solutions may also identify and act on student support needs at the time of enrolment and/or any time prior or during the delivery of training. Trainers will be monitoring attendance during face-to-face sessions, online training sessions and/or webinars. Students who miss critical training sessions will be contacted by Student Services and/or provided with available webinar recordings as needed.

5. Integrity RTO Solutions will document the results of the assessment of need and ensure that this is reflected and managed in the student's training records.

6. Integrity RTO Solutions's assessment of need involves, but will not be limited to the following:

   a. eligibility assessment to assess eligibility of student for the course;

   b. LLN skills assessment to ascertain whether the level of the qualification and proposed learning strategies and materials are appropriate;
   c. determining the most suitable qualification for the student, based on the student's existing educational attainment and capabilities;

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d. offering RPL to the students when applicable, explaining credit transfer obligations and identifying any relevant competencies previously achieved (refer to the RPL and Credit Transfer Policy);

e. assessing the need for additional support;

f. identifying any actions or strategies to be implemented to address identified needs for the student including any adjustment required to the learning program, delivery of learning and materials used for learning to ensure that retention and completion outcomes are improved.

Access to Educational Support Services

1. Integrity RTO Solutions ensures individual students are provided access to the educational and support services necessary for them to meet the requirements of the training product as specified in training packages or VET-accredited courses. In line with performance indicators for student support, Integrity RTO Solutions will actively monitor the well-being needs of VET students, provide clear guidance on actions they can take when facing challenges, and ensure students are aware of the appropriate staff or external services they can contact for assistance.

2. Integrity RTO Solutions will ensure that students are made aware of opportunities for recognition before the start of training and that adequate information, support and opportunities are provided to the students to engage in the Recognition of Prior Learning (RPL) process when applicable. (Refer to the RPL and Credit Transfer Policy)

3. Integrity RTO Solutions will ensure that when additional costs are required to provide additional support, the student will be notified and provided information prior to enrolment.

4. Integrity RTO Solutions will inform students prior to enrolment of any limitations to the additional support it can provide so that students can make informed decisions regarding their training.

Provision for Reasonable Adjustment

1. Upon student advice of any disability or impairment that may impact on their studies, Integrity RTO Solutions will review the information provided and where necessary, contact the student to determine the additional support requirements.

2. Integrity RTO Solutions will arrange for reasonable adjustment to be applied to training or assessment tasks where appropriate. It will ensure that the reasonable adjustment applied does not impact the integrity of the training package requirement. (See the Training and Assessment Policy)

Language Literacy and Numeracy (LLN)

The language, literacy and numeracy assessment is part of Integrity RTO Solutions's initial skills and upfront needs assessment process. LLN assessment will help to ensure prospective students have the minimum levels to access the vocational course of their choice.

LLN Assessment

Integrity RTO Solutions uses the Pre-enrolment Assessment Form to review and assess each student's training needs, relevant current competencies, Language, Literacy and Numeracy skills and eligibility for recognition of prior learning (RPL). Information gathered through this form will be used to facilitate provision of additional

support required in areas such as language, literacy and learning and assessment, whilst ensuring that students receive the maximum outcomes and benefits from the training, in relation to set learning objectives, career opportunities and skill level.

When the LLN assessment outcome identifies that the student does not have adequate language, literacy and numeracy levels of their chosen course, **Student Services** will:

1. explain to the student the challenges that will be encountered in completing the course with their LLN level;

2. provide information on where they can obtain assistance with their LLN issue; and

3. offer other options and pathway for training until they are within the ACSF level requirement of the course.

Disability and Impairment

1. **Student Services** will advise the **trainer** in writing of any identified disability or impairment that may impact the studies of the student. The **trainer** is responsible for reviewing the information provided and, where necessary, contacting the student to determine any further additional support requirements. The support will vary depending on the individual needs of the student.

2. Integrity RTO Solutions trainers may arrange for reasonable adjustment to be applied where it is appropriate to the assessment and does not impact the integrity of the training package requirements. (See Training and Assessment Policy)

3. Trainers will endeavour to work with the student to determine and provide reasonable access to training facilities, materials and resources to allow them to undertake their studies.

4. Where appropriate, Integrity RTO Solutions will seek external assistance to ensure additional support services are available.

Determining the Amount of Learning

Integrity RTO Solutions ensures each student's skills and experiences relevant to respective vocational competencies are considered in the development of their learning plans. It follows the procedures outlined in the Upfront Assessment of Need procedural document in determining how the student's existing skills, knowledge and experience impact the amount and level of training they will require.

Records Management

1. Integrity RTO Solutions will document the assessment of need for each student in their student record.

2. Integrity RTO Solutions will retain all documents and reports pertaining to a student's individual record following enrolment.

MONITORING AND IMPROVEMENT

1. The Training Manager will be responsible for ensuring compliance with the Additional Support Policy and Processes. All administration staff are responsible for the correct and accurate enrolment in accordance with this policy and relevant procedural documents.

2. All enrolment practices will be monitored by the Training Manager. Areas for improvement will be identified and discussed during the Continuous Improvement Meetings. (See Continuous Improvement Policy)

3. Students and employers (if applicable) are encouraged to provide feedback on their experience and through Integrity RTO Solutions's continuous improvement process.

4. Students can lodge a complaint or appeal an enrolment decision, as per Integrity RTO Solutions's Complaints and Appeals Policy.

Annex A: LLN Support Services

Students with LLN issues may be referred to the following services to discuss any additional LLN support services available to them:

1. **Reading Writing Hotline**
   Phone: 1300 655 506
   http://readingwritinghotline.edu.au

2. **Australian Council for Adult Literacy (ACAL)**
   Phone: (03) 9546 6892
   https://acal.edu.au/

3. **Queensland Council for Adult Literacy (QCAL)**
   www.llcq.org

4. **Resources for people teaching or tutoring adult literacy**
   https://www.readingwritinghotline.edu.au/wp-content/uploads/2016/08/Literacy-Face-to-Face.pdf

VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
3/07/2025	Document creation	Integrity RTO Solutions	v. 1.0	16/06/2025	15/06/2026

RTO INFORMATION

RTO INFORMATION	
Document Name	Additional Support Policy v1.0
RTO/Company Name	Integrity RTO Solutions
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