

Student Support And Intervention Policy

Purpose

The purpose of this policy is to ensure that selectability Training provides appropriate academic and training support services to all VET students throughout their training and makes reasonable adjustments to accommodate students with disability. This supports equity, inclusion, course progress intervention, retention, and successful completion of training products.

Scope

This policy applies to:

- All VET students enrolled or intending to enrol at selectability Training.
- All staff involved in training delivery, assessment, support, and administration.
- Any third parties delivering services on behalf of selectability Training.

Policy

selectability Training is committed to providing all VET students equitable access to training support services, academic staff, and learning resources throughout the student lifecycle to ensure timely academic assistance and to maximise participation and achievement. This policy supports RTO compliance with Outcome Standards 2.3 and 2.4 by ensuring equitable training access and reasonable adjustment.

To foster an inclusive and equitable training environment selectability Training ensures:

- All students have access to training support services tailored to the individual needs of each student, including language, literacy, numeracy and digital literacy (LLND) support, study skills, and wellbeing referrals.
- All students receive clear and timely communication about how and when training support can be accessed, including consultation hours, digital platforms, referral options and any other queries raised by students.
- All students get opportunities to disclose any disability needs in a safe and confidential manner without any discrimination.
- Reasonable adjustments implemented that are purposeful and tailored to the identified disability needs while maintaining the integrity and requirements of the training product.
- Transparency in disclosing where adjustments are not possible due to regulatory or training product constraints as soon as practicable with documented justification.

All students enrolled/willing to enrol with selectability Training are informed about the requirements to achieve satisfactory course progress, where applicable before they begin a course. This is done by navigating the student through the website policies section.

selectability Training records and assesses the progress of each student for each unit and cumulatively at the end of each six-month period across the study period

Where a student is identified at risk of not making satisfactory course progress, selectability Training will contact the student and arrange a meeting with the Academic team to implement intervention strategies.

Responsibilities

- CEO: Ensures a culture of equity and inclusion and approves policy.
- RTO Manager: Oversees training support systems and ensures appropriate resourcing

for support provision. Monitors student academic progress leads intervention planning and approves complex adjustments.

- Student Support Officer: Facilitates disclosure process, coordinates services, and supports students with disabilities.
- Trainers and Assessors/Assessors: Identify support needs, provide support, and implement reasonable adjustments.
- Compliance Officer: Monitors adherence to this policy, maintenance of records and supports continuous improvement.
- Third Party: Must follow the RTO's approved PTR process.

Operational Procedure Table: Student support and intervention policy

Action	Responsible Staff	Supporting Document	Timing/Frequency	Compliance Mapping Standard 2.3& 2.4
Support Team availability communicated to students	Student Support Officers, Trainers and Assessors	Welcome email and LMS Announcements	At course commencement, Ongoing	2.3(a) – Students are informed about access to support services and how to use them
Identification of support requirements	Admissions, Student Support Officers and Trainers and Assessors	Application Form, Orientation Records, Course progress Records, Academic Support Request Form, Disability Disclosure Form	At enrolment, at orientation or ongoing	2.3(b), 2.4(a) – Support needs identified via multiple points of contact including disability disclosure
Assess and document required adjustments	RTO Manager and Administration Officer	Individual Support and Adjustment Plan (ISAP), Training Support Log	As required	2.4(b), 2.4(c) – Adjustments documented with input and consent; stored and managed
Implement agreed reasonable adjustments	Trainer/Assessor	Individual Support and Adjustment Plan (ISAP), Training Support Log, Modified Assessment Tools (as required)	Ongoing	2.4(d) – Adjustments implemented without compromising assessment integrity
Communication limitations if no adjustments possible	RTO Manager	Written Notification	As required	2.4(e) – Where adjustment is not possible, rationale and alternatives are communicated
Respond to student queries	Trainers and Assessors, Support Officers	Email logs, LMS messages	Within 2 business days	2.3(c) – Students receive timely responses and support for ongoing engagement

TERMS AND DEFINITIONS

Training Support Services - The assistance and resources an RTO makes available to help students successfully complete their training. This goes beyond the delivery of training itself and includes academic

support, learning assistance, and guidance to address barriers to participation and progress.

Reasonable Adjustments - Modifications to the training environment, delivery methods, assessment conditions, or materials that enable a student with disability to participate on the same basis as other students. Under OS 2.4, adjustments must be reasonable — meaning they do not impose unjustifiable hardship on the RTO — and must align with the *Disability Standards for Education 2005*.

Proactive Monitoring - The RTO's obligation to actively track and respond to student progress throughout the training, rather than waiting for students to self-identify difficulties.

Study period – the standard amount of time allocated for a qualification to be delivered and assessed.

Document Governance

Document Properties

Document Sponsor	CFO
Date Approved	25/03/2026
Category	RTO
Review Cycle	Every 3 years
Next Review Date	25/03/2029
Current Version	RTO.2007.V1.0
Implementation Plan	COO Newsletter, selectability Training Website
Board Committee	FAR

Related Documents and Legislation

Related Documents
<ul style="list-style-type: none"> Application Form Pre Enrolment Review Form LLND Assessment and Support Plan Academic Support Request Form Disability Disclosure Form Individual Support and Adjustment Plan (ISAP) Training Support Log Course Progress Monitoring Tool Course Progress warning letters
Legislation / Other instruments
<ul style="list-style-type: none"> National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth).
Related RTO Policies
<ul style="list-style-type: none"> Training and Assessment Strategy Policy Assessment Policy Student Information Policy Student Enrolment Policy Diversity, Inclusion and Cultural Safety Policy Student Wellbeing Support Policy AQF Certification Documentation and Records Policy Student Handbook

Course Guide

Aligning Standards

Child Safety Principles

1. Child safety and wellbeing is embedded in organisational leadership, governance, and culture
2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously
3. Families and communities are informed and involved in promoting child safety and wellbeing
4. Equity is upheld and diverse needs respected in policy and practice
5. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice
6. Processes to respond to complaints and concerns are child focused
7. Employees and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training
8. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed
9. Implementation of the national child safe principles is regularly reviewed and improved
10. Policies and procedures document how the organisation is safe for children and young people

2025 RTO Standards

Outcome 2 – VET Student Support, Division 2 – Training Support, Standard 2.3 and 2.4

Document History

Version	Date	Review Notes	Officer
RTO.2007.V1.0	25/03/2026	Document Approved	CFO
RTO.2007.V0.1	20/02/2026	Document Drafted	RTO Manager