

# Informing, Protecting and Supporting Students Policy

## Policy Control

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## Purpose

The purpose of this policy is to ensure that students, employers and relevant organisations are properly informed and protected by having clear, accurate and readily accessible information to make informed choices about the training prior to enrolment.

## Scope

This policy applies to all Academy Training & Assessment (ATA) staff, contractors, any applicable third parties and students (learners) and covers published materials relating to ATA's Training Products and obligations, available student support measures and learner obligations.

## References

This policy supports compliance with Outcome Standard 2.1, 2.2, 2.3, 2.4, 2.5, and 2.6 of the Revised Standards for RTOs.

This policy supports compliance with *Marketing and Advertising*, *Credit Transfer and Recognition of Prior Learning (RPL)* and *Student Fees and Charges* policies.

## Definitions *(primarily taken from the Standards for Registered Training Organisations (RTOs) 2015):*

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework.

**Training Product** means AQF qualification skill set, unit of competency, accredited short course, or module.

**Third Party** means a person and/or organisation external to Academy Training & Assessment but formally part of the training and assessment process.

# Policy

1. Academy Training and Assessment (ATA) is committed to fostering an inclusive, supportive, and safe learning environment for all students who choose to study with ATA.

Key commitments include:

## **Student Support**

Providing access to vocational and personal support services tailored to individual needs, including language, literacy, numeracy and digital literacy assistance.

Ensuring trainers and assessors are available to offer guidance and address concerns promptly.

## **Equity and Inclusion**

Promoting equitable access to training for all learners, including those with special needs or from diverse backgrounds.

Implementing strategies to identify and eliminate barriers to participation and achievement.

## **Safety and Wellbeing**

Maintaining a safe physical and online learning environment in line with health, safety, and child protection laws.

Addressing harassment, bullying, and discrimination with zero tolerance.

## **Transparency and Fairness**

Providing clear information on training programs, fees, and rights, including grievance and appeals processes.

Ensuring assessments are fair, consistent, and aligned with industry standards.

## **Continuous Improvement**

Regularly reviewing and improving student support mechanisms through feedback and quality assurance processes.

2. Prior to enrolment or training and assessment, Academy Training & Assessment (ATA) will provide all prospective students (learners) with:
  - a) professional advice and consultation on Training Product appropriateness in meeting individual learner needs;
  - b) current, reliable, and accurate information as outlined by Outcome Standard 2.1 including, but not limited to, information on:
    - i) Training Products;
    - ii) Credit Transfers and Recognition of Prior Learning opportunities
    - iii) learners' rights and obligations;
    - iv) ATA's obligations to the student; and
    - v) government training entitlements and subsidy arrangements in relation to the delivery of any prospective services;

- c) Language, Literacy, Numeracy and Digital Literacy (LLND) assessment to determine what support (if any) is required to deliver quality training outcomes; and
  - d) consultative approach to determine the support needs of individual learners that will lead to the provision of educational and student support services necessary for the individual learner to meet the requirements of the Training Product.
3. ATA commit to ensuring all prospective students receive adequate, appropriate and current information prior to enrolment in order to make an informed decision about enrolling into a Training Product with ATA that is suitable for them and their individual needs. This will often be in the form of the *Product Information Disclosure Statement* and accompanying marketing materials such as course flyers.
  4. ATA will support students who disclose information about a disability. Additional learning supports will be discussed as part of the Pre-Training Review (PTR) process and supportive strategies agreed between the student and the trainer. This may include contextualised learning and assessment materials or a review of the volume and duration of training, allowing additional time, where appropriate.
  5. ATA will leverage off existing secure business relationships to offer wellbeing support to students who identify with such requirements. This may include student support officers within local secondary schools and colleges as well as VET support officers connected to Local Learning and Employment Network organisations.
  6. Where there are any changes to agreed services, ATA will inform the learner in writing. Depending on the context of the change, this may be communicated via email, a formal letter on ATA letterhead or via the student's Training Plan. If the change affects a partnership agreement, all relevant partners will be informed in writing.
  7. ATA may engage the services of a Third Party to support the training and assessment process. The services may include but are not limited to:
    - a) Supporting the enrolment of students (secondary school teachers and personnel)
    - b) Delivering training and/or assessment (secondary school teachers)

Any Third-Party arrangements will be explained to all prospective students during the pre-enrolment process. The arrangements will be outlined in the course-specific Product Information Disclosure Statement and discussed the Pre-Training Review.

Any changes to Third Party arrangements will be communicated to all applicable learners in writing.

8. If there are any changes in ownership to Academy Training & Assessment, all students and relevant partner organisations will be notified in writing. This will come in the form of a formal letter on corporate letterhead. The changes will be explained, with full transparency, and the impacts it may or may not have on the student's experience and learning journey.