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Purpose

This policy ensures that all students are given support while studying with KAL Training (KAL). This support includes both academic and personal and the procedures ensure that students are made aware of the variety and scope of support available.

This policy and procedure supports compliance with Standards for NVR Registered Training Organisations 2025 as follows:

Standards for NVR Registered Training Organisations 2025: Outcome Standards

Standard 2.6: The wellbeing needs of the VET student cohort are identified, and strategies are put in place to support these needs.

An NVR registered training organisation demonstrates:

- it identifies, by reference to the training product content, the wellbeing needs of the VET student cohort and appropriate wellbeing support services; and
- it advises the VET student cohort of the availability of wellbeing support services, and any organisation students can contact, or additional action students can take to support their wellbeing.

Policy

KAL Training (KAL) will ensure that all students are given appropriate support during their enrolment. This support includes both academic and personal. All the staff employed by KAL have the responsibility to provide the necessary support to all students either directly or through referral to appropriate assistance.

Where additional support is required to assist students, KAL may refer them to external support services. KAL does not charge for providing support services or referring students to external services. However, the external party may charge service fees that are payable by the student.

KAL Training will also conduct an induction session for all new students and information about student support is provided during Pre enrolment and enrolment process.

Scope

This Policy and Procedure applies to all vocational education and training courses offered.

Definitions

AQF Qualification means an AQF qualification type endorsed in a training package or accredited in a VET accredited course

Assessment means the process by which an NVR registered training organisation, or a third-party delivering services on its behalf, collects evidence for the purposes of determining whether a VET student is competent to perform to the standard specified in the training product.

Assessment System means a coordinated set of documented policies, procedures and assessment tools designed to ensure that assessment, including recognition of prior learning, produces consistent and valid judgements of VET student competency and meets the requirements of this instrument [these Standards].

Reasonable Adjustments include any adjustments for a VET student with a disability made by an NVR registered training organisation in a manner consistent with the Disability Standards for Education 2005.

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

Procedure

1.1 Staff Support Roles and Accessibility

KAL promotes an inclusive and community-based workplace and part of this is that all contact staff have the responsibility to provide support to our students. Staff, including Management, are available to all students, via email, and face to face on an appointment basis, during the standard business hours.

Students are advised of this and the contact information at enrolment.

Contact details are provided on the KAL website and kept current and up to date to ensure student accessibility. Student enquiries are responded to within 2 working days.

On the first day of class, Trainer/Assessors provide an email contact for themselves, and students are advised that they may contact the Trainer/Assessor at any time within business hours. If the Trainer/Assessor is not working on a particular day the students are advised of this. They are also advised again that Administration is open to students, in person, by email and phone at any time during business hours.

The office hours of the KAL Training are:

Monday – Friday 8.30am – 5.30pm (AEST)

Students can access staff directly or via Student Administration and an appointment will be organised as soon as practical.

1.2 Student Orientation

At the beginning of a course of study the students are to be given a short orientation, that includes the following:

- A tour of the RTO identifying classrooms, student areas, student administration area, and any other relevant areas within the RTO such as toilets, fire exits, and restricted areas.
- Information about the Complaints And Appeals Policies And Procedures
- Information on emergency evacuation procedures
- Information on how to Support Services
- Review of the contents of the Student Handbook.
- Staff and Trainer/Assessor contact details to facilitate contact and support.

Student Support Services

KAL will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by KAL at no cost to the student, but fees and charges may apply where an external service is used by the student, and this is to be clarified with the student prior to using such services outside of KAL.

Academic issues

Students may have concerns regarding their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in maintaining appropriate attendance and academic progress.

LLND support is provided to students, as identified. This is done by providing additional time, support strategies and referring them to websites with resources to support Language, Literacy and Numeracy Skills.

All students' progress and attendance is monitored and guidance and support provided where non satisfactory results are identified.

A student is able to access the Student Support Officer to discuss any academic, attendance, or other related issues to studying at KAL Training at any time.

KAL's Trainers provide ongoing support to students via email or phone calls.

Personal / Social issues

There are many issues that affect a student's social or personal life and students have access to the staff and Trainers during normal office hours to gain advice and guidance on personal issues that are affecting their course progress. After the initial counselling with the student, if the staff member feels further or professional support is required, a referral to an appropriate external support service will be organised in consultation with the student to help them deal with the issue.

Following are just some of the organisations which can be referred to for external counselling and support.

Relationship Australia	1300 364 277
Lifeline	13 11 14 (24-hour counselling service)
Mensline Australia	1300 78 99 78
Kids Help Line	1800 55 1800 (24-hour counselling service)
Griefline (Telephone Counselling Service)	03 99357444 (12 noon - 3 am)
Direct Line (Drug and alcohol service)	1800 888 236
Crisis Accommodation	1 800 627 727
Women's Domestic Violence Crisis	1 800 015 188
The Gambling Help Line	1800 858 858

Medical or Health Issues

Students can contact KAL regarding any medical issues they might be facing, which might disrupt the training. KAL will advise the student about possible suspension of studies or provide support where possible.

If a disability is identified at the time of enrolment or during the course of studies, a Support Plan is made for the student to ensure that it does not impact their course progress.

While KAL is not able to provide special equipment or notetakers, provision can be made for support services provided for the student in consultation with the General Manager. Staff and Trainers seek to identify student's requiring additional personal support during the training journey. The level of intervention will depend upon the nature and level of support required.

This can include:

- Additional time to complete assessment tasks
- Provision of additional resources
- Alternative text, workbooks and / or assessments developed in consultation with a trainer & assessor in accordance with the assessment procedure.
- Individual consultation with a designated support trainer
- Further information on external support agencies

Social Programs

Apart from the Student Orientation Program, KAL will occasionally organise social events that allow all students enrolled with KAL to mingle and socialise.

These events may range from cultural and sightseeing events to dinners etc.

They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer or Trainer.

Related Documents

- Student Handbook
- Student Support Plan