AISR 2 Student Support Policy

Policy Purpose

This policy affirms AISRs commitment to providing inclusive, flexible, and responsive support services that empower all students to engage fully and succeed in their training. It ensures our compliance with the Outcome Standards for RTOs 2025, the Equal Opportunity Act, and ensures we are able to provide suitable learner support and equitable learning access.

Policy Statement

We are dedicated to providing a safe and inclusive learning environment where each student is supported to achieve their individual learning goals. We recognise that students have diverse backgrounds, experiences, and needs, and we actively work to remove barriers to participation. Our support services are designed to be accessible, respectful, and responsive to each learner's unique circumstances, and are guided by the principles of access, equity, and cultural safety. We promote help-seeking and offer early intervention to minimise disruption to learning.

Scope

This policy applies to all enrolled students and prospective learners across all modes of delivery, whether in person, online, or through blended learning. It also applies to trainers, assessors, support staff, and any external parties involved in delivering or coordinating support services on behalf of AISR.

Principles:

- Every student has the right to equitable access to learning, support, and resources.
- Support services will be proactive, learner-centred, and culturally safe.
- Early identification of support needs is essential for student success.
- Information about support options will be clearly communicated at enrolment and throughout the course.
- Referrals to internal and external services will be provided where needed

Support Services may include:

- Language, literacy and numeracy & digital learning (LLND) assistance
- Upfront Assessment of Needs (UAN) using Skills SA-approved tools
- One-on-one learning support sessions
- Disability support and reasonable adjustments
- Access to digital learning tools and resources
- Mental health and wellbeing referrals (including access to Skills SA-funded Student Wellbeing Services)

Definitions

Student Support	Any assistance provided to help students manage their learning and wellbeing needs during their studies.
Reasonable Adjustment	Measures or modifications made to support learners with specific needs, without compromising the integrity of the training or assessment.
Learning Needs	Identified areas where a student may require additional help to meet course outcomes, such as language, literacy, numeracy, digital literacy, or disability-related supports.
Support Services	Services offered internally or through referral, including academic support, counselling, wellbeing services, financial and housing referrals, and learning resource access.

Procedures

Identification of Needs	Support needs may be identified during pre-enrolment, the LLN/UAN process, or by the student or trainer at any time. AISR uses standardised tools and trainer insight to identify students requiring academic or personal support and records these needs securely in the student management system.
Accessing Support	Students are encouraged to speak to their trainer, assessor, or AISR team to request support. Support options are also outlined in the Student Handbook.
Learner Support Plan	A Learner Support Plan can be put in place to outline the agreed support options and shared plan between the student and the trainer.
Reasonable Adjustments	Where required, adjustments will be discussed and documented with the student to ensure fair access to learning and assessment. If adjustments are not suitable or feasible, the reasons are documented and communicated to the student respectfully.
Referrals and Collaboration	Where specialised services are required, referrals will be made to external providers. We may also collaborate with support workers, guardians, or agencies if appropriate and with the student's consent.
Monitoring and Follow-up	Ongoing check-ins will ensure that support arrangements remain effective and relevant to student needs. Data relating to student support is recorded securely and may be used to inform continuous improvement.

Review

This policy is reviewed every three years, or in response to changes in legislation, regulatory guidance, or organisational requirements.