



Student Support During Training Policy

Organisation: Australian Leading Institute of Technology (ALIT) **RTO Code:** 45156 **Quality Area:** 2 – VET Student Support **Standard:** RTO Standards 2025 – Standard 6 / ESOS National Code Standard 6
Document Owner: Director of Student Services **Review Cycle:** Annual **Version:** 1.0 **Effective Date:** April 2026

1. Purpose

This policy ensures that all ALIT learners have access to appropriate, timely, and effective support throughout their training to maximise their opportunity to achieve competency and complete their qualification.

2. Scope

Applies to all enrolled learners (domestic and international) across all qualifications on ALIT's scope of registration and to all staff responsible for delivering or coordinating support services.

3. Policy Statement

ALIT is committed to learner success. Support is not a reactive service — it is a proactive part of ALIT's training model. ALIT will identify learner needs early, provide appropriate referrals and adjustments, and monitor the effectiveness of support provided.

4. Orientation

4.1 All Learners

All new learners must complete an orientation program prior to or at the commencement of their studies.

Orientation must cover:

- ALIT's facilities, services, and key contacts
- Course structure, timetable, and attendance expectations
- Assessment requirements and submission procedures
- Student rights and responsibilities (code of conduct, complaints process)
- Support services available and how to access them

4.2 International Learners (CRICOS)

International learners must receive additional orientation content including:

- Local area information (transport, accommodation, health services, emergency contacts)
- Visa conditions and attendance obligations
- OSHC coverage and how to use it
- Cultural adjustment resources and on-campus support contacts
- DoHA reporting obligations and what they mean for the learner

5. Support Services

ALIT provides or facilitates access to the following support services:

Support Type	Description
Academic Support	One-on-one trainer consultations; study skills workshops; additional learning resources
Language & Literacy Support	LLND assessment at enrolment; referral to language and literacy programs; in-class support strategies



Support Type	Description
Counselling & Personal Support	Access to a counsellor or welfare officer; referral to external mental health services
Disability & Accessibility Support	Reasonable adjustments; assistive technology; liaison with specialist services
Financial Assistance	Information on hardship funds, payment plans, and government support options
Health & Wellbeing	Information on local health services; OSHC guidance (international learners); wellbeing check-ins
Career & Pathways Advice	Information on employment outcomes, further study pathways, and industry connections

6. Identifying and Supporting At-Risk Learners

6.1 Identification

ALIT uses the following mechanisms to identify learners at risk of not completing:

- Attendance tracking (flagged at below 80% attendance without approved absence)
- Assessment performance monitoring (two or more NYC outcomes trigger a review)
- Trainer referral (trainer identifies learner disengagement or personal challenges)
- Learner self-referral (learner contacts Student Support Officer directly)

6.2 Intervention Process

Once a learner is identified as at risk:

1. **Contact** — Student Support Officer contacts the learner within 3 business days
2. **Meeting** — A support meeting is held to identify barriers and agree on a support plan
3. **Support Plan** — A written Individual Support Plan (ISP) is developed; shared with relevant trainer(s)
4. **Monitoring** — Progress against the ISP is reviewed fortnightly until the learner is on track
5. **Escalation** — Where a learner's situation cannot be resolved internally, referral to external services is arranged
6. **Documentation** — All contact, meetings, plans, and outcomes are recorded in the learner's file

6.3 Reporting (International Learners)

Where an international learner's attendance falls below the required threshold and intervention has not resolved the issue, ALIT must report to the Department of Home Affairs (DoHA) via PRISMS as required under the ESOS Act and National Code.

7. Roles and Responsibilities

Role	Responsibility
Director of Student Services	Oversee support service delivery; approve ISPs; manage external referrals
Student Support Officer	Coordinate support; conduct at-risk interviews; develop ISPs
Trainers / Assessors	Monitor learner progress; make referrals; implement in-class adjustments
Compliance Officer	Monitor attendance data; coordinate DoHA reporting

8. Related Documents

- Policy: Monitoring Student Progress
- Policy: Student Health and Wellbeing
- Policy: Diversity, Equity and Inclusion
- Policy: Student Feedback, Complaints and Appeals



- Policy: Enrolment and Admissions
- Policy: Intervention Strategies for Students at Risk

9. Review and Approval

Version	Date	Approved By	Changes
1.0	April 2026	CEO, ALIT	Initial issue