

ADDITIONAL SUPPORT POLICY

RELEVANT STANDARD(S):

National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 – Standards 2.3, 2.4, 2.6

PURPOSE

WYSE Business College is responsible for ensuring that the educational and support services it provides meet the needs of the student cohort/s undertaking the training and assessment.

This policy ensures that WYSE Business College has mechanisms in place to collect, analyse and act on any support requirements that are additional to the provision of standard services. This ensures individual students are provided access to the educational and support services necessary for them to meet the requirements of the training product as specified in training packages or VET-accredited courses.

This policy also ensures that WYSE Business College determines the amount of training required in accordance with the requirements of the relevant training package and in consideration of each individual student's existing skills, knowledge, and experience with respect to the relevant vocational competency.

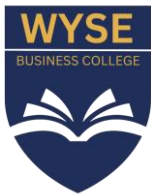
POLICY PRINCIPLES

WYSE Business College is responsible for collecting, recording, analysing, and acting on additional support information that could adversely impact a student's ability to undertake and complete a course.

This includes but is not limited to any disability or impairment that restricts access and equity, as well as English language, literacy and numeracy (LLN) information obtained from students prior to enrolment and prior to the commencement of their first unit of competency.

Educational and support services may include, but are not limited to:

1. pre-enrolment materials;
2. study support and study skills programs;
3. language, literacy and numeracy (LLN) programs or referrals to these programs;
4. equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity;
5. learning resource centres;
6. mediation services or referrals to these services;
7. flexible scheduling and delivery of training and assessment;
8. counselling services or referrals to these services;



9. information and communications technology (ICT) support;
10. digital literacy to ensure students meet the required technological knowledge in order to participate effectively in the course
11. learning materials in alternative formats, for example, in large print;
12. learning and assessment programs contextualised to the workplace;
13. wellbeing services;
14. reasonable adjustments for any disability or impairment; and
15. any other services that the RTO considers necessary to support students to achieve competency.

WYSE Business College will abide by the following principles:

Assessment of Need and Identifying Additional Support

1. Each eligible student of WYSE Business College is asked to provide information prior to enrolment to a full qualification or training regarding any additional support requirements. The **Enrolment Form** and **Pre-Enrolment Assessment Form** provide students with the opportunity to identify and advise if they are aware of LLN issues, disabilities or impairments that may impact their ability to undertake study in their chosen course.
2. WYSE Business College will conduct an assessment of need prior to enrolment or prior to commencement of training. It will ensure that assessment of need is undertaken at the earliest possible opportunity and that it manages any identified support needs.
3. WYSE Business College will promptly and efficiently respond to all relevant queries regarding additional support, ensuring students receive clear guidance on their available options without unnecessary delays.
4. WYSE Business College may also identify and act on student support needs at the time of enrolment and/or any time prior to or during the delivery of training. Trainers will be monitoring attendance during face-to-face sessions, online training sessions and/or webinars. Students who miss critical training sessions will be contacted by Student Services and/or provided with available webinar recordings as needed.
5. WYSE Business College will document the results of the assessment of need and ensure that this is reflected and managed in the student's training records.
6. WYSE Business College's assessment of need involves, but will not be limited to the following:
 - a. eligibility assessment to assess the eligibility of the student for the course;

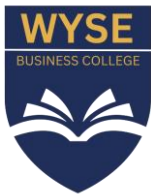
- b. LLN skills assessment to ascertain whether the level of the qualification and proposed learning strategies and materials are appropriate;
- c. determining the most suitable qualification for the student, based on the student's existing educational attainment and capabilities;
- d. offering RPL to the students when applicable, explaining credit transfer obligations and identifying any relevant competencies previously achieved (refer to the RPL and Credit Transfer Policy);
- e. assessing the need for additional support;
- f. identifying any actions or strategies to be implemented to address identified needs for the student, including any adjustments required to the learning program, delivery of learning and materials used for learning to ensure that retention and completion outcomes are improved.

Access to Educational Support Services

- 1. WYSE Business College ensures individual students are provided access to the educational and support services necessary for them to meet the requirements of the training product as specified in training packages or VET-accredited courses. In line with performance indicators for student support, WYSE Business College will actively monitor the well-being needs of VET students, provide clear guidance on actions they can take when facing challenges, and ensure students are aware of the appropriate staff or external services they can contact for assistance.
- 2. WYSE Business College will ensure that students are made aware of opportunities for recognition before the start of training and that adequate information, support and opportunities are provided to the students to engage in the Recognition of Prior Learning (RPL) process when applicable. (Refer to the RPL and Credit Transfer Policy)
- 3. WYSE Business College will ensure that when additional costs are required to provide additional support, the student will be notified and provided information prior to enrolment.
- 4. WYSE Business College will inform students prior to enrolment of any limitations to the additional support it can provide so that students can make informed decisions regarding their training.

Provision for Reasonable Adjustment

- 1. Upon the student's advice of any disability or impairment that may impact their studies, WYSE Business College will review the information provided and, where necessary, contact the student to determine the additional support requirements.
- 2. WYSE Business College will arrange for reasonable adjustment to be applied to training or assessment tasks where appropriate. It will ensure that the reasonable adjustment applied does not impact the integrity of the training package requirement. (See the Training and Assessment Policy)



Language Literacy and Numeracy (LLN)

The language, literacy and numeracy assessment is part of WYSE Business College's initial skills and upfront needs assessment process. LLN assessment will help to ensure prospective students have the minimum levels to access the vocational course of their choice.

LLN Assessment

WYSE Business College uses the Pre-enrolment Assessment Form to review and assess each student's training needs, relevant current competencies, Language, Literacy and Numeracy skills and eligibility for recognition of prior learning (RPL). Information gathered through this form will be used to facilitate provision of additional support required in areas such as language, literacy and learning and assessment, whilst ensuring that students receive the maximum outcomes and benefits from the training, in relation to set learning objectives, career opportunities and skill level.

When the LLN assessment outcome identifies that the student does not have adequate language, literacy and numeracy levels for their chosen course, **Student Services** will:

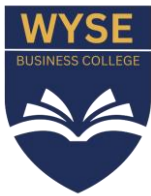
1. explain to the student the challenges that will be encountered in completing the course with their LLN level;
2. provide information on where they can obtain assistance with their LLN issue; and
3. offer other options and pathways for training until they are within the ACSF level requirement of the course.

Disability and Impairment

1. **Student Services** will advise the **trainer** in writing of any identified disability or impairment that may impact the studies of the student. The **trainer** is responsible for reviewing the information provided and, where necessary, contacting the student to determine any further support requirements. The support will vary depending on the individual needs of the student.
2. WYSE Business College trainers may arrange for reasonable adjustments to be applied where it is appropriate to the assessment and does not impact the integrity of the training package requirements. (See Training and Assessment Policy)
3. Trainers will endeavour to work with the student to determine and provide reasonable access to training facilities, materials and resources to allow them to undertake their studies.
4. Where appropriate, WYSE Business College will seek external assistance to ensure additional support services are available.

Determining the Amount of Learning

WYSE Business College ensures each student's skills and experiences relevant to respective vocational competencies are considered in the development of their learning plans. It follows the procedures outlined in the Upfront Assessment of Need procedural document in determining how the student's existing skills, knowledge and experience impact the amount and level of training they will require.

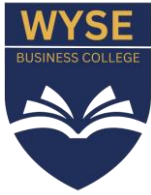


Records Management

1. WYSE Business College will document the assessment of need for each student in their student record.
2. WYSE Business College will retain all documents and reports pertaining to a student's individual record following enrolment.

MONITORING AND IMPROVEMENT

1. The Training Manager will be responsible for ensuring compliance with the Additional Support Policy and Processes. All administration staff are responsible for the correct and accurate enrolment in accordance with this policy and relevant procedural documents.
2. All enrolment practices will be monitored by the Training Manager. Areas for improvement will be identified and discussed during the Continuous Improvement Meetings. (See Continuous Improvement Policy)
3. Students and employers (if applicable) are encouraged to provide feedback on their experience and through WYSE Business College's continuous improvement process.
4. Students can lodge a complaint or appeal an enrolment decision, as per WYSE Business College's Complaints and Appeals Policy.



Annex A: LLN Support Services

Students with LLN issues may be referred to the following services to discuss any additional LLN support services available to them:

1. Reading Writing Hotline

Phone: 1300 655 506

<http://readingwritinghotline.edu.au>

2. Australian Council for Adult Literacy (ACAL)

Phone: (03) 9546 6892

<https://acal.edu.au/>

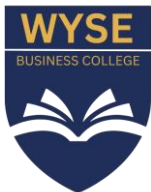
3. NSW Adult Literacy and Numeracy Council (NSWALNC)

Phone: 0499 110 952

www.nswalnc.org.au

4. Resources for people teaching or tutoring adult literacy

<https://www.readingwritinghotline.edu.au/wp-content/uploads/2016/08/Literacy-Face-to-Face.pdf>



VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
30/07/2025	Document creation	WYSE Business College	v. 1.0	2/08/2025	1/08/2026

RTO INFORMATION

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