



Learner Education & Support Services Policy

Purpose

This policy outlines how Operate WA Training Pty Ltd, RTO 52959 (the RTO), including training delivered under any approved trading name, identifies and supports the education and support needs of learners. The RTO is committed to providing accessible information, appropriate support services and reasonable adjustments in accordance with the Registration Standards 2025, Work Health and Safety obligations and relevant equal opportunity legislation.

This policy aligns with the Registration Standards 2025, particularly Standards 2.2 Learner Suitability, 2.3 Learner Support, 2.4 Reasonable Adjustment, 2.5 Diversity and Inclusion and 2.6 Wellbeing.

Overview

The Registered Training Organisation (RTO) is committed to supporting learners to participate fully and successfully in training. Learners may require additional educational, personal or practical support during their training journey. The RTO provides access to appropriate services to assist with learning needs, wellbeing and progression.

The RTO identifies learner support needs early, including prior to enrolment or before any fees are paid, and provides learners with information about available support services in accordance with the Standards for Registered Training Organisations 2025. Support may be provided directly by the RTO or through referral to external services where specialist support is required.

The RTO aims to create an inclusive and culturally safe environment where learners feel comfortable seeking support without disadvantage or stigma. Staff work collaboratively to ensure support needs are managed confidentially and appropriately.

The RTO maintains a Student **Support Services Framework** which identifies internal support contacts and external referral services available to learners. This framework supports the implementation of this policy and forms part of the RTO's learner support system.

Scope

This policy applies to all learners and prospective learners of the RTO, as well as all staff involved in enrolment, training, assessment and learner support.

The policy covers:

- the identification of learner support needs before and during training
- the provision of educational, language, literacy, numeracy and digital (LLND) support
- referrals to internal or external support services
- the provision of culturally safe and culturally appropriate support, including for Aboriginal and Torres Strait Islander learners
- reasonable adjustments where appropriate to support participation
- the management of wellbeing concerns that may affect learning or progression
- learner support practices that do not disadvantage or stigmatise learners

Name of document:	Learner Education & Support Services Policy		
Version Number: 4.1	Location: Quality Area 2 – Learner Support and Protection		
Reviewed: August 2026	Next review due: March 2027		
RTO Number: 52959	Written by: Quality	Page 1 of 5	

The RTO discusses learning needs with each learner during the enrolment process and reviews any information provided on the enrolment form. Learners are asked to identify any support needs they are aware of, and the RTO takes reasonable steps to confirm these needs and determine if additional support or reasonable adjustments may be required.

This policy applies across the RTO training environments, including classroom delivery, online learning, practical training and any third-party or workplace training arrangements, and is implemented in a manner that supports culturally safe training environments.

Where a learner declines recommended support, or where required support cannot reasonably be provided by the RTO, options are discussed with the learner, including alternative pathways, deferral, or referral to external services where appropriate.

Policy

The RTO provides support services to assist learners to participate successfully in training, assessment and workplace activities. Support needs may relate to language, literacy, numeracy and digital (LLND) skills, disability, wellbeing, personal circumstances, cultural needs or other factors that may impact learning.

The RTO takes reasonable steps to identify learner support needs early, including prior to enrolment or before any fees are paid, in accordance with the Registration Standards 2025, particularly Standards 2.2 and 2.3. Information provided by learners on enrolment, together with early discussions and staff observations, is used to determine appropriate support and reasonable adjustments.

The RTO is committed to providing culturally safe training environments and culturally appropriate learner support, including for Aboriginal and Torres Strait Islander learners, in a manner that does not disadvantage or stigmatise learners.

The RTO ensures that staff involved in learner engagement, training and support are appropriately informed and supported to recognise and respond to learner support needs, including cultural safety considerations, in line with the RTO's governance, professional development and self-assurance arrangements.

Learners are encouraged to share any support needs they are aware of. The RTO confirms these needs through discussion and provides support directly or through referral to external specialists when required. The RTO maintains an up-to-date list of internal and external support services in the Learner Information Pack and provides this to learners on request.

Support is provided in a respectful and confidential manner. Learners will not be disadvantaged for requesting or receiving support.

Identifying Learner Support Needs

The RTO identifies learner support needs through information provided on the enrolment form, early conversations with staff, and observations made during initial training activities. Learners are encouraged to share any support needs they are aware of, and the RTO takes reasonable steps to confirm these needs in line with the Registration Standards 2025. Support needs may relate to LLND skills, disability, wellbeing, cultural factors or personal circumstances.

Support Strategies

The RTO provides **a range of strategies** to support learner participation and success, which may include:

- demonstration and modelling of tasks
- opportunities for practical, hands-on learning
- individual guidance from trainers
- verbal questioning to support understanding
- additional practice opportunities

Name of document:	Learner Education & Support Services Policy		
Version Number: 4.1	Location: Quality Area 2 – Learner Support and Protection		
Reviewed: August 2026	Next review due: March 2027		
RTO Number: 52959	Written by: Quality	Page 2 of 5	

- reasonable adjustments, where appropriate, in line with the RTO's Reasonable Adjustment Policy
- referral to internal or external support services

The RTO maintains an up-to-date list of internal and external support services in the Learner Information Pack and provides this to learners on request.

Orientation and Accessing Support

The RTO provides learners with clear and accessible information about available education and support services **prior to enrolment or before any fees are paid**, in accordance with the **Informing & Protecting Learners Policy** and the **Standards for Registered Training Organisations 2025**.

Information provided to learners includes the availability of learner support services, how to request support, and referral pathways where additional or specialist assistance may be required. This information is reinforced during orientation and throughout the learner's engagement with the RTO.

RTO staff act as an initial point of contact for learner support enquiries and provide information or referral to appropriate internal or external services as required. Support information is communicated to staff through internal processes, including meetings and professional development, to ensure consistent and accurate guidance to learners.

Support services provided directly by the RTO are offered at no additional cost. Where learners are referred to external services, any fees charged by those services are the responsibility of the learner.

Reasonable Adjustment

The RTO may make reasonable adjustments to training and assessment arrangements to support learner participation, where this does not compromise the integrity of the training product or the assessment requirements. Reasonable adjustments are considered on a case-by-case basis following discussion with the learner and, where relevant, workplace representatives.

Further detail is outlined in the RTO's Reasonable Adjustment Policy.

Interpreter Use

Learners may use an interpreter for general communication or support needs. The use of an interpreter during assessment will be considered as a reasonable adjustment where appropriate, provided the adjustment does not compromise the assessment requirement

Referrals Beyond RTO's Expertise

Where a learner's support needs exceed the RTO's scope or expertise, the RTO will refer the learner to an appropriate external agency. The RTO does not charge for referrals.

External and Specialist Support Services

The RTO may refer learners to external support services where specialist assistance is required. Examples of support areas include, but are not limited to:

- language, literacy, numeracy and digital (LLND) support
- disability or accessibility support
- counselling or mental health services
- drug and alcohol support
- domestic and family violence support
- financial or housing assistance
- culturally specific or community-based services (including First Nations support services)

The RTO maintains an up-to-date list of internal and external support services in the **Learner Information Pack** and provides this to learners on request.

Name of document:	Learner Education & Support Services Policy		
Version Number: 4.1	Location: Quality Area 2 – Learner Support and Protection		
Reviewed: August 2026	Next review due: March 2027		
RTO Number: 52959	Written by: Quality	Page 3 of 5	

Roles and Responsibilities

CEO

- Maintains overall accountability for ensuring the RTO provides accessible, appropriate and culturally safe learner support services.
- Ensures appropriate systems, resources and processes are in place to support learner education and support needs.
- Reviews significant learner support risks, systemic issues and improvement actions.
- Provides governance oversight of learner support arrangements and ensures identified issues are managed through appropriate processes.

Quality and Compliance Officer

- Monitors learner support processes to ensure alignment with the Standards for Registered Training Organisations 2025 and RTO policies and procedures.
- Reviews learner support data, feedback, risks and improvement opportunities.
- Monitors continuous improvement actions relating to learner support and protection.
- Provides compliance information and identified risks to the CEO.
- Supports self-assurance activities relating to learner support systems.

Administration Manager

- Oversees operational implementation of learner support processes.
- Ensures administration processes support accurate learner records and communication of available support services.
- Supports staff understanding of learner support processes and escalation pathways.
- Coordinates administrative actions relating to learner support requirements.

Administration Officer

- Provides learners with information about available support services before enrolment or before any fees are paid.
- Assists learners to access internal support or referral pathways.
- Maintains learner records and support-related documentation in accordance with RTO procedures.
- Escalates identified learner support needs to the appropriate responsible person.

Trainers and Assessors

- Identify potential learner support needs through discussions, observations and training activities.
- Provide appropriate learning support strategies within their role.
- Discuss reasonable adjustment needs with learners and refer matters through appropriate RTO processes.
- Document support discussions, concerns or requests where required.
- Encourage learners to access available support services.

Learners

- Provide accurate information during enrolment and discuss any support needs they are aware of.
- Participate in support discussions and use agreed strategies to assist learning.
- Request support from RTO staff when required.
- Engage respectfully with support processes and agreed adjustments.

Third Parties or Workplace Supervisors (where applicable)

- Support learner participation where workplace involvement applies.
- Communicate relevant concerns or support needs to RTO staff.
- Cooperate with reasonable adjustments where appropriate.

Review

This policy is reviewed at least annually, or earlier if required due to:

- changes to the *Standards for RTOs 2025*
- updates to Work Health and Safety, Equal Opportunity, or Disability legislation
- changes in RTO operations, delivery modes or learner cohorts
- feedback, audit outcomes or identified systemic issues
- changes to available support services that may impact RTO's responsibilities

Updates to this policy are reviewed by the Quality and Compliance Officer and approved by the CEO.

Changes are communicated to staff and learners where relevant.

Name of document:	Learner Education & Support Services Policy		
Version Number: 4.1	Location: Quality Area 2 – Learner Support and Protection		
Reviewed: August 2026	Next review due: March 2027		
RTO Number: 52959	Written by: Quality	Page 4 of 5	

Related Policies and Forms

The following related policies, procedures and forms support the implementation and compliance of this policy:

- Assessment Systems Policy and Procedure
- Validation Policy & Procedure
- Record Management Systems Policy
- Continuous Improvement Policy
- Training Staff Policy
- Regulatory Compliance & Governance Policy
- Code of Practice
- Refund, Fees and Learner Suitability Policy
- Complaints & Appeals Policy
- Feedback Policy and Procedure

Associated Forms and Registers

- Complaints & Appeals Form
- Continuous Improvement Register
- Learner Information Pack
- Student Support Services Framework

Name of document:	Learner Education & Support Services Policy		
Version Number: 4.1	Location: Quality Area 2 – Learner Support and Protection		
Reviewed: August 2026	Next review due: March 2027		
RTO Number: 52959	Written by: Quality	Page 5 of 5	