



STUDENT SUPPORT POLICY

1. Purpose	ArbTrack Australia is committed to providing an inclusive, respectful and equitable learning environment where all learners are treated fairly and have the opportunity to participate in training and assessment free from discrimination, harassment, victimisation or unlawful bias. ArbTrack recognises that learners have diverse backgrounds, abilities and learning needs. Appropriate support and reasonable adjustment will be considered on an individual basis to promote equitable participation while maintaining the integrity of the training product, workplace health and safety requirements, and the competency standards of the relevant training product. Learners are encouraged to discuss any support needs with ArbTrack prior to enrolment or at any stage throughout their training.
2. Scope	This policy applies to all learners enrolled in nationally recognised and non-accredited training delivered by ArbTrack Australia
3. Policy Statement	ArbTrack recognises that learners have diverse backgrounds, abilities and learning needs. Support is provided to assist learners to successfully participate in training and assessment while maintaining the integrity of the training product, the requirements of the unit of competency and workplace health and safety obligations. Learners are encouraged to discuss any support needs with ArbTrack prior to enrolment or at any stage throughout their training.
4. Learner Support Services	Support may be available before enrolment, during training and throughout the assessment process. Depending on individual needs, support may include: • Language, Literacy, Numeracy and Digital (LLND) support • clarification of training and assessment requirements • additional learning guidance • access to learning resources • flexible scheduling where appropriate • reasonable adjustment during assessment • referral to external support services where appropriate Support arrangements are determined on an individual basis and are designed to assist learners without compromising competency requirements.
5. Language, Literacy, Numeracy and Digital (LLND) Support	ArbTrack considers each learner's language, literacy, numeracy and, where relevant, digital capability prior to or during enrolment. Where support needs are identified, ArbTrack will discuss appropriate assistance with the learner. Support may include: • additional explanation of learning materials • verbal clarification of assessment requirements • support person (where appropriate) • additional time for written activities where appropriate • assistance accessing online learning resources • referral to external LLN services if additional support is required
6. Reasonable Adjustment	ArbTrack is committed to providing reasonable adjustment for learners who have a disability, medical condition, injury or other identified support need. Reasonable adjustment may include modifications to the way training or assessment is conducted, provided the adjustment does not compromise: • workplace health and safety requirements; • the integrity of the training product; • the competency standards required by the unit of competency; or • the validity and reliability of assessment outcomes Examples of reasonable adjustment may include: • additional assessment time • verbal rather than written responses where appropriate • enlarged learning materials • additional demonstrations or practice opportunities

7. Student Support Plans	Where ongoing support is required, ArbTrack may develop a Student Support Plan in consultation with the learner. The plan may outline: • identified support needs • agreed support strategies • responsibilities of both the learner and ArbTrack • review arrangements where appropriate Support plans are treated confidentially and are reviewed throughout the learner's enrolment where required.
8. External Support Services	Where learner needs extend beyond the support that ArbTrack can reasonably provide, learners may be referred to appropriate external organisations or specialist services. Referral may include services relating to: • language and literacy assistance • disability support • counselling and wellbeing • mental health services • financial or community support services Any referral will be discussed with the learner and, where appropriate, their employer.
9. Learner Responsibilities	Learners are encouraged to: • advise ArbTrack of any support needs as early as possible; • actively participate in agreed support strategies; • communicate any changes that may affect their learning or assessment; and • seek assistance whenever additional support is required
10. ArbTrack Responsibilities	ArbTrack will: • provide a supportive and respectful learning environment; • identify support needs through the enrolment process and ongoing communication; • consider reasonable adjustment requests fairly and individually; • maintain the confidentiality of learner information; • provide access to available support services; and • review support arrangements where required throughout the learner's enrolment
11. Related Documents	This policy should be read in conjunction with: • Student Information Handbook • Terms & Conditions • Privacy Policy • Complaints & Appeals Policy • Credit Transfer Policy • Refund Policy