

1. Context

FCIA Training Academy Pty Ltd., RTO ID # 45668, as a Registered Training Organisation, must comply with the *NVR Standards for Registered Training Organisations 2025 Outcome Standards 2 VET student support*.

2. Scope

This policy applies to all FCIA Training Academy stakeholders.

3. Definitions

FCIATA	FCIA Training Academy Pty Ltd
NVR	National VET Regulator
SRT0	Standards for Registered Training Organisations 2025
LLN	Language, Literacy and Numeracy

4. Statement of Policy

4.1 Support

- 4.1.1 All students enrolled through FCIATA will be allocated a trainer/assessor who will support them through their training.
- 4.1.2 FCIATA will conduct a Language Literacy Numeracy (LLN) test prior to enrolment for each student. (In SA, CSPA and SRNI assessments for reading, writing and numeracy are conducted prior to enrolment.)
- 4.1.3 Where there is a need for extra LLN support, FCIATA prepare an individual learning plan and assist the student with extra support sessions.
- 4.1.4 FCIATA can offer support to students in:
 - Study support and guidance
 - Flexible scheduling and delivery of training and assessment
 - Assistance with online learning platform
 - Contextualised learning and assessment
 - Possible alternative learning formats such as larger printed materials, voice overs etc.
- 4.1.5 In the event that the required support extends beyond FCIATA's capabilities, FCIATA will source or refer further information to student. These services can include:
 - Further LLN support
 - Disability support
 - Counselling services (in consultation with student, employer if required)
 - Indigenous support

Student Support Services Policy

- 4.1.6 Any extra support that involves an external agency will require payment to that agency by the student or employer (as arranged by them).
- 4.1.7 FCIATA will ensure all support is kept confidential except where there is a concern for a person's safety.
- 4.1.8 Where the services initially provided to the student have changed, the FCIATA will ensure all students and employers are notified in writing and via the phone. The changes will be clearly outlined.

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