



Department	Vocational Education & Training		Author	RTO Manager	
Quality Controlled Document No. & Title	6.0	Student Support Policy	Approved	RTO CEO	
Version	1.0		Authorised	RTO Academic Board	
SRTOs 2025 & ESOS Act	Standards 2.1, 2.3, 2.4, 2.5 and 2.6 of the Outcome Standards for RTOs Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard P3 of the ELICOS Standards		Distribution	Internal	Staff Current Students
				External	Prospective Students

Purpose of the Policy

This policy describes Marriott Academy's approach to student support, ensuring that students receive the assistance they need to successfully complete their studies.

Policy Statements

Marriott Academy is committed to supporting students in successfully completing their studies by providing appropriate academic and welfare assistance. Student support needs may include, but are not limited to, language, literacy and numeracy (LLN) challenges, digital literacy skills, disability-related requirements, access to resources or facilities, wellbeing concerns, and cultural considerations.

Marriott Academy's support services may include:

- pre-enrolment materials
- one-to-one assistance from trainers and assessors
- support for personal and wellbeing-related issues
- access to additional learning resources or in alternative formats (e.g., large prints)
- reasonable adjustments to training and assessment
- social activities and events
- information on or referral to external support services

Information about available support services, including how and when students can access trainers, assessors, and support staff, is communicated through student handbooks, orientation sessions, and ongoing updates. Student support needs are also considered during course development by evaluating the requirements of the target group and ensuring that training and assessment strategies are designed accordingly.

As part of the enrolment process, a course entry suitability assessment will be conducted. This process assesses the student's suitability for the course and identifies any support needs. For current students requiring additional support, a meeting with the Student Support Officer will be arranged to discuss their needs. Where support needs are identified, a Student Support Plan is developed and regularly reviewed and updated as required.

Where assessment of student support needs involves recommending a student to take additional English language support, Marriott Academy shall ensure that students are clearly informed of their assessment results, the reasons why additional English support is recommended, and all available options, including both internal ELICOS program and external providers. A list of alternative external ELICOS providers shall be provided to the student. Marriott Academy shall ensure that the student is not compelled or pressured to enrol in its internal ELICOS program and that the student is given the opportunity to make an informed and independent decision. The student's decision shall be documented, including confirmation that options were provided and explained.

Marriott Academy provides reasonable adjustments for students with disabilities in accordance with Part 3 of the Disability Standards for Education 2005.

The organisation ensures that adequate support staff are available to meet student needs and nominates designated personnel responsible for student support, with their details provided to students. If Marriott Academy is unable to provide the required support, students will be referred to appropriate external services.

Student feedback on support services is regularly collected and used to continuously improve the quality and effectiveness of support provided.



Procedures

1. Assessing Student Support Needs During Enrolment Process

1.1 Staff shall review the student's Enrolment Application Form and all supporting documents provided by the student, such as English language test results, evidence of highest educational attainment, and any other relevant documentation, to determine whether the student has indicated or may require additional support.

1.2 Staff will review the student's Pre-Training Review (PTR) Form to identify any support needs noted during the course entry suitability assessment.

1.3 Staff will review the results of the Language, Literacy, Numeracy and Digital (LLND) assessment to identify any areas where the student may require assistance.

1.4 Where the information gathered from the PTR Form, Enrolment Application Form, or LLND assessment indicates that further clarification is required, the Student Support Officer shall discuss the student's support needs with the student.

1.5 The Student Support Officer will determine the type and level of support that can be provided by Marriott Academy based on the student's identified needs and shall use the Student Support Plan to guide any discussion with the student regarding their support needs and appropriate support options.

1.6 The Student Support Officer will inform the student about the internal support services available through Marriott Academy.

1.7 Where relevant, the Student Support Officer must discuss external support services with the student, using the External Support Referrals document to support the discussion and providing a copy of the document to the student.

1.8 The Student Support Officer shall complete the Student Support Plan Form to document the student's identified support needs, the support to be provided, and the required actions.

1.9 The Student Support Officer must clearly record in the Student Support Plan any support that cannot be provided by Marriott Academy, including the reasons why such support cannot be provided.

1.10 The staff member must provide the completed Student Support Plan to the student within two (2) working days of finalisation.

2. Assessing Student Support Needs During Course Development

2.1 Marriott Academy shall consider the support needs of the target group for the course during the course development process.

2.2 Any feedback on student support services shall be reviewed to inform the type and level of support to be provided.

2.3 Marriott Academy shall document the agreed support services for the course in the Training and Assessment Strategy (TAS) and the Course Brochure.

2.4 The Student Handbook and Orientation PowerPoint shall be reviewed and updated as required to include the identified student support services, including clear details on how to access both internal and external support services.

2.5 All relevant personnel shall have access to up-to-date information regarding student support services.

3. Providing Orientation

3.1 Marriott Academy shall organise the orientation for students prior to the commencement of their course or on the first day of the course.

3.2 The staff conducting the orientation shall use the approved Orientation PowerPoint, which must include information about available support services, including counselling services and details of when and how these services can be accessed.

3.3 Staff must ensure that all student questions raised during the orientation are addressed.

4. Identifying Student Support Needs During Training

4.1 Marriott Academy shall continuously monitor students throughout their course to identify any emerging or additional support needs.



4.2 Trainers/assessors and relevant staff shall identify student support needs through ongoing observation, assessment outcomes, class participation, student feedback, and communication with students.

4.3 Where a student is identified as requiring additional support during the course, the Student Support Officer shall be notified, and appropriate action shall be taken to assess and address the student's needs.

4.4 Where required, the Student Support Officer shall update or develop a Student Support Plan in consultation with the student and/or their trainer and assessor to ensure appropriate support is provided.

4.5 Where identified student support needs relate to course progress, Marriott Academy's [Course Progress Policy](#) shall be applied.

4.6 All support actions implemented during the course shall be documented and monitored to ensure effectiveness and to support student success.

5. Monitoring Student Support Plans

5.1 The Student Support Officer shall regularly review the Student Support Plans in place to ensure that all agreed actions are being implemented as required.

5.2 The Student Support Plan will be adjusted, in consultation with the student, where changes to support needs or arrangements are identified.

5.3 Where academic student support is involved, the Student Support Officer shall coordinate with the relevant trainer/assessor to ensure that appropriate support strategies are implemented, reasonable adjustments are applied where required, and the student's progress is monitored to support successful course completion.

5.4 At the conclusion of the student's course or when the Student Support Plan has been completed, the Student Support Officer must evaluate the effectiveness of the plan in consultation with the student. Staff must use the outcomes of this evaluation to inform continuous improvement of the support services provided.

5.5 Staff must regularly review external support services to ensure that their details remain accurate as referenced in the Student Handbook and Orientation PowerPoint, and to update any new or revised services as required.

Responsibilities

The Student Support Officer, assisted by the Administration Staff, shall be responsible for:

- identifying student support needs during the orientation process
- developing and monitoring the Student Support Plan
- evaluating the effectiveness of student support provided
- providing orientations
- providing students with information about support services
- providing referrals to external services
- referring students that requires academic student support to their respective trainer/assessor.

Trainers and assessors are responsible for:

- providing the required academic student support as per the Student Support Plan
- notifying the Student Support Officer of a student's support needs.