Student Support and Pre-Enrolment Assessment Policy

Policy Number: F1-RTO-SS001
Date of Effect: July 2025
Review Date: December 2025
Policy Owner: Education Services Manager

Purpose

This policy outlines Flight One's commitment to identifying and supporting the needs of all learners—particularly those in South Australia—before enrolment, during training, and throughout their educational journey. It ensures alignment with the Standards for RTOs 2025 and South Australia's Skills Guidelines, supporting students with diverse needs, including those with disability or requiring tailored learning support.

Scope

This policy applies to:

- All prospective and enrolled students at Flight One – School of Engineering
- All Flight One staff involved in enrolment, training delivery, and learner support
- All training and support services delivered within South Australia and online

Policy Statement

Assessing Student Needs Pre-Enrolment

- All students must complete a Pre-Enrolment Needs Assessment to identify:
  - Language, Literacy and Numeracy (LLN) levels
  - Digital literacy
  - Prior educational attainment
  - Learning preferences and styles
  - Personal barriers or support needs (e.g., disability, mental health, family care responsibilities)
- Assessments are completed through a combination of:
  - Online or paper-based tools
  - One-on-one interviews (especially for South Australian Skills students)
  - Self-declarations and supporting documentation

- The results inform training adjustments and additional support required.

Supporting South Australian Students

- Flight One ensures compliance with South Australia Skills Funding Contracts, including:
  - Prioritising support for jobseekers, culturally and linguistically diverse (CALD) learners, Aboriginal and Torres Strait Islander peoples, people with disability, and those from rural or disadvantaged backgrounds.
  - Collaborating with SA support networks and community organisations.
  - Maintaining transparent and culturally appropriate communication throughout the learner's journey.

Individual Support Plans

- Students identified as requiring additional support will receive an Individual Support Plan (ISP) that outlines:
  - Agreed reasonable adjustments (e.g., extra time, alternate assessment formats, assistive technologies)
  - Scheduled check-ins and progress reviews
  - Referrals to internal/external specialists (e.g., LLN support, counselling)
- ISPs are developed in collaboration with the student and, where relevant, trainers or support workers.

Disability Access and Inclusion

- Flight One is committed to the Disability Discrimination Act 1992 and the Disability Standards for Education 2005, and will:
  - Provide equitable access to learning and assessment environments
  - Ensure campuses and learning tools are physically and digitally accessible
  - Implement inclusive teaching strategies
  - Offer modified learning resources where required

Staff Professional Development

- All staff will complete initial and ongoing professional development (PD) related to:
  - Student support best practices

- o Inclusive education and cultural competency

- o Disability awareness and anti-discrimination legislation

- o Mental health first aid and trauma-informed practices

- Flight One will maintain a PD Register and evaluate the effectiveness of staff training annually.

Roles and Responsibilities

Role	Responsibility
Student Services Officer	Administers pre-enrolment assessments and initiates ISPs
Trainer/Assessor	Implements adjustments and monitors student progress
Education Services Manager	Ensures alignment with RTO Standards and SA Skills funding rules
Head of School	Oversees policy implementation and strategic student support frameworks
All Staff	Participate in mandatory PD and uphold inclusive practices

Monitoring and Review

- This policy will be reviewed every two years, or earlier if significant changes to legislation, RTO Standards or funding guidelines occur.

- Feedback will be gathered from students and staff to inform improvements.

Related Documents

- Standards for RTOs 2025

- SA Skills Agreement Guidelines

- Flight One Student Support Procedure

- UAN Suitability and Support Needs Assessment

- Individual Support Plan Template

- Disability Standards for Education 2005

- Student Handbook