



Student Support Services Policy

Purpose

The purpose of this policy is to ensure all students, including face-to-face, workplace-based and online learners, are provided with appropriate support services to enable successful participation, progression and completion of their training and assessment

Scope

This policy applies to all students enrolled with Raines Resources, regardless of delivery mode, and all staff involved in training, assessment and student administration.

Principles

Raines Resources is committed to:

- Providing equitable access to support services for all learners via our learner help line or face to face enquiries.
- Identifying individual support needs early
- Ensuring support services do not disadvantage or exclude any learner
- Maintaining compliance with the Standards for RTOs 2025

Student Support Services

Raines Resources provides access to the following support services, as appropriate to the learner's needs and mode of delivery:

- Pre-enrolment support, including course information and suitability guidance
- Language, Literacy and Numeracy (LLN) and Digital Competency support, including referrals where required
- Academic support, including clarification of learning and assessment requirements
- Online learner support, including assistance with learning platforms, digital resources and communication tools
- Reasonable adjustment to training and assessment in accordance with individual needs
- Access to trainers and assessors via email, phone, video conferencing or learning management systems
- Referral to external support services where needs extend beyond Raines Resources scope

Online and Distance Learners

Online learners are provided with:

- Clear instructions for accessing learning platforms and assessments
- Ongoing trainer/assessor contact and feedback
- Timely responses to support requests
- Access to equivalent support services as face-to-face learners

Identification of Support Needs

Support needs are identified through:

- Pre-enrolment processes
- Trainer and assessor interaction
- Learner self-disclosure
- Contact with the students to discuss any needs the students may require to be reviewed



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Student Support Services Policy

Support services are documented in the Raines Resources Continuous Improvement Register where required and reviewed throughout the learner's enrolment.

Review and Continuous Improvement

Student support services are monitored and reviewed through feedback, complaints, assessment outcomes and continuous improvement processes to ensure effectiveness and ongoing compliance.

Related Standards

This policy aligns with:

- Standards for RTOs 2025
- Access and Equity principles
- Privacy and Confidentiality requirements
- Work Health and Safety Regulations 2011 (Cth), as in force from 1 January 2012, including amendments. As well as the Work Health and Safety ACT 2020 (WA) and Regulations 2022 (WA)

Upskill today
with Raines Resources

Our training and licensing services are led by Alan Raines, a seasoned expert with over 30+ years of hands-on experience in the construction, transport, and mining industries.



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