



Considerations for student support strategies following enrolment

These considerations can guide you, your trainers and assessors, and other support staff as you develop student support strategies following enrolment. They can help you comply with regulatory and legislative requirements and encourage best practice.

Completing this list does not guarantee compliance; it is the actions that follow that will determine that.

	<i>Tick when actioned or if N/A</i>
<p>Consideration Your staff involved in training, assessment and student support, are aware of:</p> <ul style="list-style-type: none"> • the regulatory and legislative requirements • their responsibilities relevant to the training being delivered and to the support needs of students 	
Action required	
<p>Consideration Your staff are aware of their responsibilities under the <i>Disability Standards for Education 2005</i>.</p>	
Action required	
<p>Consideration You have researched and engaged support service providers as required. These services provide assistance and support relevant to the student cohort.</p>	
Action required	
<p>Consideration Your staff involved in training, assessment and student support are aware of the services and alternative options they can offer students.</p>	
Action required	
<p>Consideration You have nominated staff members to be support contacts for students, and they have received appropriate support and training.</p>	

Action required	
Consideration You have provided clear instructions and information for students to seek support.	
Action required	
Consideration You regularly check and update the contact details for the student support service.	
Action required	
Consideration You have provided information to students on the monitoring processes in place for course progress and engagement.	
Action required	
Consideration You have advised students of any changes to support services and suggested or confirmed alternatives.	
Action required	
Consideration Your procedures: <ul style="list-style-type: none"> • have processes for monitoring student engagement during enrolment – including online students– and determining intervention points 	
<ul style="list-style-type: none"> • identify the roles of staff in a support environment, including escalation and action contacts 	
<ul style="list-style-type: none"> • advise staff on managing requests for support 	
<ul style="list-style-type: none"> • advise staff on identifying and acting on concerns or observations 	

<ul style="list-style-type: none"> include processes for nominating and actioning reasonable adjustments 	
<ul style="list-style-type: none"> include processes for monitoring efficiency and effectiveness of support services/training and assessment adjustments 	
<ul style="list-style-type: none"> include responding to bullying and harassment of students 	
Action required	
Consideration You have applied processes to ensure the learning environment is a safe and welcoming space for students.	
Action required	
Consideration You have taken corrective action in response to issues that make students feel unsafe.	
Action required	