

VET APPLICANT SUPPORT POLICY

1. PURPOSE

The Applicant Support Policy ensures that VETASSESS has a robust and structured system in place to provide applicants with academic and personal support that meets their individual needs.

This policy provides information on the applicant support services available at VETASSESS and the strategies that it employs to ensure that applicants have appropriate support mechanisms to enable them to complete their skills assessment.

This policy aligns with of National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 2.1 – 2.5

2. SCOPE

This policy applies to prospective, new, and existing applicants enrolled in Vocational Education Training (VET) programs at VETASSESS.

3. POLICY STATEMENT

3.1 VETASSESS has procedures in place to provide applicants with academic and personal support while they are engaged in assessment activities with VETASSESS.

3.2 VETASSESS will ensure information provided to students is clear, accurate, and current. Prior to application, applicants will have access to information about the course and assessment product including any third party or licensing requirements. This information is made to be easily accessible by current and prospective applicants on the VETASSESS website.

3.3 VETASSESS will ensure that prior to application and during stage 1 documentation assessment, the skills and competencies of prospective applicants are reviewed. This will include assessing language, literacy, numeracy, and digital literacy.

3.4 Access to Support Services

All applicants can, at any time of their program, seek academic or personal support by:

- Emailing their request to Manager, Skills Recognition – Trades
- Contacting VETASSESS administrative support by email, phone or in person at VETASSESS' head office in Melbourne, Australia.

Applicant requests for support that VETASSESS deem unreasonable or requests that undermine the integrity of the course or qualification will not be considered.

3.5 Available Support Services

VETASSESS provides the following services to its applicants:

- Manager, Skills Recognition – Trades can facilitate assistance with general study or personal issues affecting students.

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- When VETASSESS identifies an Applicant is in need of wellbeing support they will be referred to Bendigo Kangan Institute' Student Wellbeing services by Manager, Skills Recognition – Trades. Information about wellbeing support is made available on VETASSESS website and Applicants are encouraged to self-identify any wellbeing support needs.
- Trade Assessors can provide advice on course discipline specific content.
- Applicants will be supported to disclose their disability if they wish to do so and reasonable adjustment will be made available for applicants who have indicated they have a learning or physical disability.
- Options to participate in an online assessment from home for applicants who are unable to travel to an assessment facility.
- Options for in person practical observation/demonstration of assessment for applicants who require this option due to personal circumstance*.
- Course information fact sheets are available on the VETASSESS website outlining all relevant information for all qualifications assessed by VETASSESS.
- Providing information relating to licensed occupations.

NB: * Applicants must be able to attend one of VETASSESS international assessments facilities to complete the practical assessment.

4. DEFINITIONS

N/a

5. ROLES AND RESPONSIBILITY

Who	Responsibility
Executive Director	Ultimate accountability for this policy rests with the Executive Director
Director of Vocation Education and Training (VET)	Responsible for implementing and disseminating this policy
VET Compliance Coordinator	Responsible for the development, review, and monitoring of this policy

6. APPENDICES


N/A

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7. SUPPORTING INFORMATION

N/A

8. APPROVALS AND REVIEW DETAILS

Document title	VET - Applicant Support Policy	
Approved by	Director of Vocational Education and Training	
Signatures		
Related policies and procedures	N/A	
Related legislation or references	National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 Disability Discrimination Act 1992 (Cth) Disability Standards for Education 2005 (Cth) Disability Act 2006 (Vic) Sex Discrimination Act 1984 (Cth) Race Discrimination Act 1975 (Cth) Privacy Act 1988 (Cth) Privacy and Data Protection Act 2014 (Vic) Children, Youth and Families Act 2005 (Vic) Child Wellbeing and Safety Act 2005 (Vic) Education and Training Reform Act 2006 (Vic) Equal Opportunity Act 2010 (Vic) Gender Equality Act 2020 (Vic)	
Next Review Date	02/07/2026	
Version	Notes/Changes	Date Approved
1.0	New Policy implemented	April 2023
1.1	Change of terminology from candidate to applicant	May 2024

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1.2	Updates to Purpose and Policy statement in line with the requirements of the Outcome Standards 3.5 has a procedural update	July 2025
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