

Bendigo Kangan Institute

VET Applicant Support Policy

1.0 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.

2.0 Scope

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

3.0 Legislative and Regulatory References

National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025

4.0 Policy Statement

- 4.1 VETASSESS has procedures in place to provide applicants with academic and personal support while they are engaged in assessment activities with VETASSESS.
- 4.2 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.
- 4.3 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.
- 4.4 Access to Support Services
All applicants can, at any time of their program, seek academic or personal support by:
 - Emailing their request to Skills Recognition Trades Manager
 - 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.

Approval Authority: Executive Director, VETASSESS

Doc Custodian: Director of Vocational Education and Training

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4.5 Available Support Services

VETASSESS provides the following services to its applicants:

- Skills Recognition Trades Manager can facilitate assistance with general study or personal issues affecting students.
- When VETASSESS identifies an Applicant is in need of wellbeing support they will be referred to Bendigo Kangan Institute's Student Wellbeing services by the Skills Recognition Trades Manager. Information about well-being support is made available on VETASSESS website and Applicants are encouraged to self-identify any well-being 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.

5.0 Roles and Responsibilities

Role	Responsibilities
Executive Director, VETASSESS	Ultimate accountability for this policy rests with the Executive Director
Director of Vocational Education and Training (VET)	Responsible for implementing and disseminating this policy
VET Compliance Coordinator	Responsible for the development, review, and monitoring of this policy

6.0 Definitions

N/A

7.0 Supporting Policy Documents and Forms

N/A

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8.0 Version Control and Change History

Ver.	Issue Date	Document Custodian	Description of Change	Approval Authority
1.0	April 2023	Director of VET	New Policy implemented	Executive Director, VETASSESS
1.1	May 2024	Director of VET	Change of terminology from candidate to applicant	Executive Director, VETASSESS
1.2	July 2025	Director of VET	Updates to Purpose and Policy statement in line with the requirements of the Outcome Standards 3.5 has a procedural update	Executive Director, VETASSESS
1.3	July 2026	Director of VET	Annual Review Transferred to new policy template form Updated positions throughout the document. Update to 3.0	Executive Director, VETASSESS

9.0 Document Owner and Approval Body

Document Custodian	Approval Authority	Approval Date	Next Scheduled Review Date
Director of VET	Executive Director, VETASSESS	20/08/2026	20/08/2028

Approval Authority: Executive Director, VETASSESS

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