

Applicant Support Policy

1. PURPOSE

The Applicant Support Policy is put in place to ensure 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 candidate 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.

2. SCOPE

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

3. POLICY STATEMENT

VETASSESS will assess the needs of all their prospective applicants at the application stage.

Applicants may at any time seek academic or personal support by contacting Manager, Skills Recognition – Trades or Administrative Support Staff at VETASSESS via email or in person at the VETASSESS Head Office Reception.

Access to support services will be made available to all applicants over their duration with VETASSESS.

Applicant requests deemed unreasonable or those that undermine the integrity of the course or qualification will not be considered.

Applicant support is offered in line with best practice guidelines.

4. Support Services Available

VETASSESS provides the following services to its applicants:

- Manager, Skills Recognition – Trades can facilitate assistance with general study or personal issues affecting students
- Trade Assessors can provide advice on course discipline specific content
- Reasonable adjustment is made available for students who have indicated they have a learning or physical disability
- Options to participate in 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 which 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.

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5. Related Legislation and Regulation

VETASSESS will at all times adhere the following legislation;

- Disability Discrimination Act 1992 (Cth)
- Disability Standards for Education 2005 (Cth)
- Disability Standards for Education 2005 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Race Discrimination Act 1975 (Cth)
- Privacy Act 1988 (Cth)
- Disability Act 2006 (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)
- Privacy and Data Protection Act 2014 (Vic)

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

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8. APPROVALS AND REVIEW DETAILS

Document title	P-46 – VET - Applicant Support Policy	
Approved by	Executive Director	
Date of review	04 April 2023	
Reviewed by	VET Compliance Coordinator	
Related policies and procedures	N/A	
Related legislation or references	Standards for Registered Training Organisations (RTO) 2015	
Version	Notes/Changes	Date Approved
First Version		