

## ***NATIONAL LEARNER WELLBEING AND SUPPORT NEEDS ASSESSMENT PROCEDURE***

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# Table of Contents

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**Purpose ..... 3**

**References..... 3**

**Related Documents ..... 3**

**Scope..... 3**

**Procedure Overview ..... 3**

**National Tools ..... 4**

**Continuous Improvement ..... 5**

**Responsibilities..... 5**

General Manager .....5

Student Support Officer .....5

Compliance Manager .....5

Trainers and Assessors.....5

**Applicable Standards ..... 5**

## Purpose

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This procedure ensures Skills Lab takes a proactive and nationally consistent approach to identifying, documenting, and responding to learner wellbeing and support needs at the commencement of training, in line with Outcome Standards for Registered Training Organisations 2025. It supports equitable participation, promotes learner safety and wellbeing, and enables reasonable adjustments to be offered.

## References

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[National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025 - Federal Register of Legislation](#)

[National Vocational Education and Training Regulator \(Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements\) Instrument 2025 - Federal Register of Legislation](#)

[National Training Register](#)

## Related Documents

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- Access, Equity & Fairness Policy
- Complaints and Appeals Policy
- Credential Policy
- Industry Consultation Policy
- Disability Standards for Education 2005
- Student Handbook

## Scope

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This procedure applies to all prospective and current Skills Lab students, across all jurisdictions and funding types (subsidised, Fee-for-Service, and international) for nationally accredited training, prior to enrolment and throughout the training and assessment process.

## Procedure Overview

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Skills Lab will conduct an upfront assessment of learner wellbeing and support needs, which includes:

1. **Initial Screening Interview:**
  - Conducted one-on-one (in-person or virtual)
  - Covers:

- career goals and motivation
- preferred learning styles
- language, literacy, numeracy, and digital skills
- personal wellbeing indicators (mental health, stress, housing, financial security)
- disability or health conditions requiring adjustments
- prior education or training history
- Documented in Axcelerate

## 2. Risk Identification:

- Identify factors that could place the learner at risk of non-completion or disengagement (e.g., caring responsibilities, homelessness, transport barriers)
- Flag these in the learner's profile for follow-up

## 3. Personalised Learning Plan (PLP):

- If the assessment identifies any specific learning needs or support requirements, Skills Lab will develop a Personalised Learning Plan (PLP) in collaboration with the learner
- The PLP may include reasonable adjustments to training or assessment, learning support strategies, and scheduled check-ins
- The PLP template is included in the Student Handbook for transparency and consistency
- The agreed PLP will be documented in aXcelerate and provided to the learner

## 4. Referral Pathways:

- Provide information on Skills Lab's internal Success & Wellbeing Services
- Provide contact details for external supports (e.g., Lifeline, multicultural support agencies, disability services)
- Ensure referrals are voluntary, documented, and followed up

## 5. Ongoing Monitoring:

- Trainers and assessors must monitor learner wellbeing throughout training
- Updates to the PLP or other support plans must be made as needed and stored in aXcelerate

# National Tools

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Skills Lab will apply nationally consistent screening tools, including but not limited to:

- an LLN tool (e.g., BKSb or other validated framework)
- a digital literacy self-assessment

## Continuous Improvement

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Learner wellbeing data, support needs, and completion rates will be reviewed annually by the Learning and Assessment Committee.

Identified improvement opportunities will be integrated into Skills Lab's continuous improvement framework.

Industry and community stakeholder feedback will be considered, recorded in the Consultation Register, and tracked via the Feedback-to-Action Summary Table.

## Responsibilities

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### General Manager

The General Manager will ensure the policy is resourced and effective and oversees the procedure implementation and review.

### Student Support Officer

The Student Support Officer will complete screening interviews and develop support plans.

### Compliance Manager

The Compliance Manager will ensure compliance with Outcome Standards 2025.

### Trainers and Assessors

Trainers and Assessors will monitor ongoing learner wellbeing and escalate concerns.

## Applicable Standards

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This procedure aligns with:

- Outcome Standards for Registered Training Organisations 2025, Standards 1.1, 2.3–2.6
- Compliance Requirements 2025 (particularly Sections 12 and 13, Learner Support and Wellbeing)
- Skills Lab Access, Equity & Fairness Policy
- Skills Lab Credential Policy