Policy Statement

This policy applies to all students of CAE Australia Flight Training (CAE) who require specific support services to assist their learning, training, or assessment activities.

Purpose And Scope

CAE is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached.

This policy outlines the support services available to students, providing them access to the educational and support services needed to meet the requirements of their qualifications.

CAE recognises that all students learn differently and acknowledge that some students may require additional support.

Document Identification

Document Identification	
Policy Number	POL259197
Policy Version	1.0
Issue Date	20/01/2026
Document Title	Student Support Policy
Document Identification	259197

Related Documents	Document Identification
CAE Complaints and Appeals Policy	250984
CAE Student Handbook	

Reasonable Adjustments

CAE is committed to providing reasonable adjustments to training and assessment to ensure equitable access for all students, in line with the Disability Standards for Education 2005 and Standards for RTOs 2025.

Adjustments may be made for students with disability, including but not limited to learning, literacy, and numeracy (LLN) needs, physical impairments, mental health conditions, and neurodivergence, without compromising the integrity of the qualification or CASA regulatory and medical requirements.

Students can request reasonable adjustments during pre-enrolment, at induction, or at any stage of their training by contacting Student Services via email studentservices@caemft.com or in person. Requests will be handled promptly, with agreed adjustments documented in VETtrak, in the companies document management system and communicated to relevant staff.

Student Support Team

To ensure that appropriate support is available to students, an allocated Student Support team member will communicate directly with the students to guide them towards relevant support services, if required.

Pre-Enrolment Review

CAE undertakes a Pre Enrolment review to ensure potential students meet the pre-requisite, legislative and regulatory requirements and criteria for the VET course of study. This review assists in the identification of the student's ability to meet the required achievement outcomes of the course of study.

Diversity and Inclusion

CAE promotes a safe, respectful, and inclusive learning environment for all students. We foster cultural safety for First Nations learners, value the diversity of our student body, and ensure inclusive practices for students of all backgrounds, including those who identify as LGBTIQ+, come from culturally and linguistically diverse (CALD) communities, or have varied life experiences.

All staff receive guidance on inclusive communication and culturally responsive practices to support the success and wellbeing of every learner.

Induction Presentation for all Students

Enrolled students are required to undertake an Induction program to ensure they are inducted into the course and operations at CAE. It is compulsory to attend induction as it covers important information about safety and VET provider regulations. The following topics are covered during induction:

- Flight program and System login details
- Flight safety briefing including incident/hazard reporting
- Introduction to Progress teams and training managers
- Timetable/schedule information
- Tour of the college: facilities and resources
- Quality: VSL loan scheme
- Finding resources, documents and forms on the system
- Student support services: who can I talk to about problems?
- Complaints, grievances and appeals
- Student visa conditions (international students)
- Student Code of Conduct
- Course Progression and expectations
- Answers to students' questions.
- Course Progress

Student acknowledgement of the Induction Presentation would be recorded in the 'Induction Checklist' with student signature and date the induction was conducted.

Student Support

Students who have been identified with difficulties or at risk in achieving the required desired outcomes, an allocated Student Services team member and a Trainer/Assessor will discuss these issues with the student. The student will be provided with the recommended course of action and any additional training and cost requirements.

The Student Services team member will assist students where possible, however they may refer students to external support services for any matters that require further follow-up with relevant professionals. Any referrals provided by CAE are without cost, but fees and charges may apply where an external service is used by the student, and this should be clarified with the student prior to referring any such services outside of CAE.

Student support queries will be acknowledged within two (2) business days, with a full response provided within five (5) business days wherever possible. Students can contact support services by emailing Student Services or visiting the Flight Training during drop-in hours (Monday to Friday, 9:00 am – 4:00 pm).

Academic Support

During their study, students may have concerns with their attendance, academic performance or other related issues that could place them at risk of not achieving the requirements of their course.

Students are able to gain advice and support to ensure they maintain an appropriate academic level, attendance and achieve satisfactory results in their studies. All students' academic progress and attendance is monitored, and guidance and support are provided where non-satisfactory results are identified. A student is able to get an appointment with Student Services to discuss any academic, attendance or other related issues. Student Services will provide advice and guidance, or referral, where required.

Student wellbeing-services

Students may face various challenges that could affect their academic, social or personal life. Students have access to the Student Services through normal business hours to receive advice and guidance on issues such as; personal matters, financial difficulties, accommodation arrangements.

Where the Student Services feels further support should be provided, a referral to an appropriate support service will be recommended. Assistance with referrals made on behalf of students to external services is at no cost to the student, however, the cost of external services are not included in course fees and are the responsibility of the student.

CAE will make reasonable effort to assist the student to locate appropriate external support

services that are free or subsidised.

In regard to medical concerns or psychological counselling, the student would be referred to a General Practitioner.

Provision of additional support services will be provided where necessary to enable students to participate and achieve their learning outcomes.

Feedback and Complaints

Students are encouraged to provide feedback on their training and support experience at any time, either verbally or in writing, to Student Services studentservices@caemft.com or via the company's customer feedback forms. Feedback is reviewed regularly to inform continuous improvement.

If a student wishes to make a complaint, they may do so in accordance with CAE's Complaints and Appeals Policy. CAE follows procedural fairness principles, ensuring all parties are heard, decisions are made impartially, and matters are resolved as quickly as possible. A copy of this policy is available to all students via the CAE student library, the CAE Student Handbook or online via the company's website.

Appeals

Students who are dissatisfied with a decision relating to their support, academic progress, or other matters have the right to appeal. Appeals must be lodged in writing within the timeframe set out in CAE Complaints and Appeals Policy.

Where appropriate, appeals will be reviewed by a person not involved in the original decision to ensure impartiality.

Document Control

Amendments made to this document since the previous version, are listed below. All amendments to this document have been made in accordance with CAE's document management procedure.

Version No.	Issue Date	Amendment Description
1.0	20/01/2026	Initial Issue

Hard copies of this manual are uncontrolled, and users of this manual should always refer to the document published on CAE's document management system to ensure that the current document is being referenced.