

TSA Student Support and Wellbeing Policy

To ensure the support services offered to our students, TSA shall identify for each training product offered the support and wellbeing needs of the student cohort. Criteria for determining the needs of each student cohort shall be identified in the Strategy Document.

TSA will provide a safe environment in which students can develop skills and knowledge in their chosen subject(s).

If deemed necessary, TSA will determine, for each training product being offered, the benchmark level of language, literacy and numeracy (LLN) and digital literacy DL required for a student to actively participate in each course.

(Note: All TSA's students are qualified electricians who have attended 4 years apprenticeship program. Therefore, it is reasonable to confirm that all students studying in TSA have high English language level, high LLN level and good Digital Literacy level.)

For students who do not have electrical license, prior to enrolment TSA will review the student's LLN proficiency and DL relevant to the course they wish to enrol in and advise the student about the suitability of the course.

TSA will provide support for trainers and other staff who have contact with students to identify any support required as and when it occurs, either prior to, or throughout the training process.

Students will be provided with contact details for student support within TSA and for key support services available in the area of delivery.

For Tech Skills Australia, Registered Training Organisations (RTOs), "wellbeing" encompasses the physical, mental, and emotional health and safety of learners, requiring RTOs to create a supportive environment and provide access to resources that promote and protect our students' wellbeing.

TSA CEO, Lei Cai is responsible for managing this support. TSA provide does not provide wellbeing support services internally. However, if support is required, TSA can provide information to our students for the support needed.

The information provided to students include, but not limited to the following:

Stress Management	https://www.worksafe.wa.gov.au/stress
Mental Health	https://www.worksafe.wa.gov.au/resources-and-support
Financial Management	Automic Group (https://www.automicgroup.com.au/) Or Grant Thornton Australia (https://www.grantthornton.com.au/services/consulting/financial-consulting/)
Time/fatigue Management	https://www.worksafe.wa.gov.au/fatigue-0 or https://covetedconsultant.com/time-management-for-consultants/

Students are free to contact other support provider, should they think it appropriate.

Lei Cai, the CEO, shall follow up the with the students.

Date:

06 Jan 2026

Chief Executive Officer Name:

LEI CAI

Chief Executive Officer Signature:

