

Support consideration guide



A set of reflection prompts designed to support conversations about workload, support and inclusion, without positioning these discussions as an audit, compliance or performance activity

Part of the AUSMASA Trainer and Assessor VET Career Framework

In consultation, trainers and assessors described workload and support issues often go unspoken until pressure becomes visible. This tool addresses the common well-being pressure by providing a simple way to surface support needs earlier through everyday conversations.

Who is the tool for?

Trainers, assessors, and those supporting them, including mentors, supervisors and team leaders.

Use this tool:

- during one-to-one or team conversations
- when support needs feel unclear or unspoken
- when pressure is building but before issues escalate

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How to use the tool

Select one or two prompt areas and explore them through dialogue. Use the prompts to notice patterns and pressure points, rather than to assess individuals or record responses.

Role clarity and workload

- Are expectations clear and realistic for this career phase?
- Where might important work be occurring that is not formally recognised?
- Which tasks are taking the most mental effort or emotional energy?

Support and connection

- Where does this person usually turn when they are unsure or stuck?
- Are peer or mentoring supports visible and accessible?
- Are support pathways clear and psychologically safe to use?

Systems and environment

- Are systems supporting effective practice, or creating friction?
- Where does unnecessary administrative effort sit?
- How flexible are current arrangements when pressure increases?

Well-being and boundaries

- Are boundaries around availability and workload clear?
- Are early signs of overload noticed and responded to?

Learn more about the Trainer and Assessor VET Career Framework

Explore more practical tools, guides and resources supporting VET capability, wellbeing, industry engagement and career development