



PP12 – Student Support Services Policy

1. Purpose

This policy outlines how the RTO provides academic and non-academic support services, including access to trainers, assessors, and student welfare staff, to ensure all VET and overseas students can progress effectively through their course. The policy supports Outcome Standard 2.3 of the Standards for RTOs 2025 and National Code 2018 – Standard 6 requirements.

2. Scope

This policy applies to all enrolled VET students, including international students on student visas. It applies to all staff involved in student welfare and support including trainers, assessors, student support officers, admin staff, and campus management.

3. Definitions

Term	Definition
Training Support Services	Academic or personal support offered to help students progress, e.g. LLND support, study skills help, referrals.
Support Staff	Staff responsible for providing student support, including Student Support Officers, Trainers, Admin Officers.
LLND	Language, Literacy, Numeracy, and Digital literacy.
Critical Incident	A traumatic event that affects a student's ability to progress, requiring emergency or ongoing support.
Orientation	The structured introduction provided to new students covering welfare, legal, safety, academic, and personal support information.

4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standard 2.3
- National Code 2018 – Standard 6
- ESOS Act 2000
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988

5. Policy Statement

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The RTO is committed to ensuring that overseas students are supported academically, socially, and personally throughout their studies in Australia, in accordance with Standard 6 of the *National Code 2018*. The RTO will implement a student-centred support framework that is timely, accessible, culturally appropriate, and responsive to the individual needs of all overseas learners.

A. Orientation and Student Handbook (Standard 6.1)

The RTO ensures that all overseas students are provided with access to a culturally and age-appropriate orientation program and a comprehensive Student Handbook upon commencement. These resources include clear information on:

- ✚ Support services available to help students adjust to study and life in Australia
- ✚ English language and study assistance programs
- ✚ Access to relevant legal services and counselling referrals
- ✚ Emergency contacts and health services
- ✚ Campus resources, facilities, and student engagement initiatives
- ✚ Complaints and appeals processes as per Standard 10
- ✚ Attendance and course progress requirements
- ✚ Personalised support services for learners facing difficulties impacting their education
- ✚ Employment rights, workplace issue resolution, and referrals to the Fair Work Ombudsman

B. No-Cost Support and Access to Services (Standard 6.2 & 6.3)

All core support services listed in the orientation and handbook are provided at **no additional cost** to overseas students. The RTO ensures that:

- ✚ Students can request assistance at any time through designated contact channels (email, phone, walk-in support).
- ✚ Reasonable academic and personal support is offered irrespective of the student's mode of delivery or study location.

C. Tailored Academic Support and Online Learners (Standard 6.4)

The RTO provides learning support aligned to each student's mode of study and course requirements. Documented processes ensure:

- ✚ Ongoing monitoring of learner progress
- ✚ Additional tutoring, digital skills training, or flexible learning where necessary
- ✚ Active communication and support strategies for students undertaking online or blended learning
- ✚ Case management and welfare follow-up for vulnerable students

D. Dedicated Student Support Officer (Standard 6.5 & 6.6)

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The RTO appoints a dedicated and experienced Student Support Officer (SSO) as the central point of contact for overseas students. This officer:

- ✚ Has access to up-to-date service details
- ✚ Is introduced during orientation and listed in the Student Handbook with contact information
- ✚ Works alongside trainers and admin to ensure continuous student engagement
- ✚ Supports the resolution of wellbeing, cultural, and academic concerns
- ✚ Is appointed in proportion to the number of overseas students enrolled (as assessed periodically by the PEO)

E. Staff Induction and Awareness (Standard 6.7)

All RTO staff who interact directly with overseas students—including trainers, admin, and support personnel—undergo an induction program. This program covers:

- ✚ The RTO's obligations under the ESOS Act and National Code
- ✚ Rights and responsibilities of overseas students
- ✚ Responding to student wellbeing concerns and referrals
- ✚ Implications of provider responsibilities on student visa conditions

F. Critical Incident Management (Standard 6.8)

The RTO maintains and implements a Critical Incident Policy, which:

- ✚ Defines potential critical incidents (e.g. harm, psychological trauma, death, assault, natural disasters)
- ✚ Establishes procedures for response, documentation, and post-incident care
- ✚ Ensures records are kept for at least 2 years after the student ceases enrolment
- ✚ Identifies responsible personnel and communication protocols

G. Safety, Security, and General Wellbeing (Standard 6.9)

The RTO implements a Workplace Health and Safety Policy to:

- ✚ Ensure a safe, inclusive learning environment
- ✚ Educate students on personal safety and protective behaviours
- ✚ Provide contact details for reporting wellbeing concerns or safety incidents
- ✚ Refer students to general safety information including emergency services, personal safety tips, and mental health support

6. Step-by-Step Procedure

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Step	Action	Responsible Person(s)
1	Provide Pre-Arrival and Orientation Materials- - Provide access to the Student Handbook through Website - Conduct pre-training review process to identify any support needs - Schedule student for orientation session.	Admin Officer / Student Support Officer
2	Conduct Orientation Program- Deliver culturally and age-appropriate orientation session covering: - Student support services - Study and life in Australia - Emergency contacts and safety - Legal, health, and counselling support - Complaints and appeals - Course progress and attendance - Employment rights - Introduce Student Support Officer and other key contacts.	Student Support Officer / Trainer / Admin Officer
3	Assign and Record Student Support Officer (SSO) - Assign a dedicated SSO to each overseas student cohort. - Display and publish contact details in the orientation materials.	Compliance Manager / PEO
4	Maintain Adequate Support Staffing - Review overseas student enrolment numbers quarterly. - Adjust staffing levels accordingly to maintain sufficient support coverage.	PEO
5	Provide Ongoing Access to Academic and Personal Support- Allow walk-in or scheduled meetings with SSO. - Provide LLND, study skills, or personal counselling referrals where required. - Respond to support requests within 2 business days.	Student Support Officer / Trainers / Admin

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Step	Action	Responsible Person(s)
6	Support Online and Distance Students (If applicable) - Maintain contact through LMS, email, or calls. - Monitor progress and provide intervention support where needed.	Student Support Officer / Trainer
7	Provide Up-to-Date Safety and Wellbeing Information - Share emergency contacts and safety resources at orientation. - Email or post regular safety updates and student rights information.	Student Support Officer / Admin
8	Implement and Follow Critical Incident Policy - Manage incidents that may affect students' ability to complete their course. - Keep records for 2 years after enrolment ends. - Notify relevant authorities where applicable.	Compliance Manager / CEO
9	Train Staff on ESOS Obligations and Student Rights - Include ESOS and Standard 6 responsibilities in all staff inductions. - Conduct annual PD refreshers for frontline staff.	Compliance Manager / PEO
10	Review and Improve Support Services - Collect student feedback through surveys. - Evaluate support service effectiveness annually. - Log improvements in CI Register.	Student Support Officer / Compliance Manager

7. Related Documents

- Student Handbook
- Orientation Procedure
- PP43-Critical Incident Management Policy and Register
- Pre-Training Review Form
- LLND Assessment Results

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Student Support Referral Form



SMS Student Records



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