Student Support Policy – VET

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Approved By: VET Council
Policy Owner: Vice President, Wellbeing and Engagement
Policy Area: VET
Audience: Public

1. Purpose

Stanley College is committed to providing a safe, inclusive and supportive learning environment for all students, including domestic and international cohorts. This policy outlines the framework for delivering academic and non-academic support services in accordance with Standards for RTOs 2025 and the ESOS Act 2000 (National Code 2018).

2. Scope

This policy applies to all students and staff (administrative and academic) of Stanley College, across all campuses and modes of delivery.

3. Key Definitions

The Stanley College Glossary provides full list of terms and definitions relevant to Stanley College.

4. Policy Principles

4.1 Commitment to Student Support

Stanley College ensures that:

- all students are informed of available support services at key points: pre-enrolment, orientation, during study, and when identified as ‘at-risk’;
- support services are accessible, culturally appropriate, and tailored to meet the needs of diverse student cohorts;
- support services are tailored to individual needs, based on pre-enrolment and pre-training assessments and ongoing monitoring;
- students have reasonable access to trainers (and assessors), and support staff, with clear contact methods and response timeframes;
- staff are trained to identify and refer students in need of support, including international students, students with disabilities, First Nations students, and those experiencing disadvantage; and
- all students are encouraged to and expected to actively participate in and manage their studies and to take advantage of the support services provided by Stanley College, and in the community where appropriate.

4.2 Student Support Services

Support services are:

- **Tailored and inclusive** addressing academic, personal, and social needs.
- **Determined through pre-enrolment and pre-training checks**, and ongoing progress monitoring
- **Clearly and proactively communicated** through orientation, the Student Handbook, LMS, and the website
- **Accessible**, including LLN support, assistive technology and one-on-one academic help
- **Regularly reviewed** for effectiveness and compliance

4.3 Support Areas

4.3.1 Orientation

- All students are required to attend Stanley College Orientation program, prior to commencement of their studies.
- Students who are late or absent from orientation will be provided with an opportunity to attend another session.
- Orientation is recognised as the official commencement for the course, and is schedule for the week prior to the course start date detailed in the Offer Letter and Written Agreement.
- Information provided at orientation will be reinforced to students via the Student Handbook, and accessible via the LMS, and Stanley College website.

4.3.2 Official Points of Contact for all Students

- All students studying at Stanley College are provided with details on Key Contacts, for staff who can provide advice and support services, and the expected timeframe to receive responses.
- Key Contact details are provided in the Stanley College Student Handbook, and Stanley College website.

4.3.3 Academic Support

Stanley College has a range of course-specific academic support services and strategies to enhance the learning experience:

- the LMS provides a range of relevant, up-to-date and accessible learning resources, including access to library resources, textbooks, digital materials and multi-media resources;
- academic staff (Trainers, Faculty Managers) assist with coursework, interpretation of assessment requirements and/or Study Skills workshops;
- assessment Support Sessions are available for all students to access support, after scheduled classes, support is provided one-on-one, or in small groups;
- attendance records are monitored for all scheduled classes. Students with high absenteeism (more than 20%), or are absent for a full week, or have unusual absenteeism, will be contacted directly to ascertain if they are at risk;
- Individual Support Plans may be applied to those who are weak in English language/literacy, numeracy or digital skills or where there is a disability or medical condition that requires specific support services; and
- additional support (such as accommodation options, career advice, placement assistance) may be sought from the Student Services team who will redirect enquiries to the relevant personnel.

4.3.4 **Student Support and Wellbeing**

Stanley College is committed to providing a safe learning environment that fosters inclusivity, respects and celebrates student individuality, and welcomes everyone to join in the College community. The College has zero tolerance for any behaviour that places the physical, mental or emotional wellbeing of its Students and Staff at risk.

Support and Wellbeing Services will be widely publicised, accessible and tailored to meet the diverse needs of Student cohorts. Stanley College will support the wellbeing and academic progress of all Students by offering:

- free, professional and confidential Counselling Services are available to Students who are facing emotional or psychological challenges. Those who have issues beyond the capacity of the College Counsellor, will be referred to professional external counsellors;
- social activities, including 'special day' events, picnics, and sports to socialise with other Students;
- students are encouraged to engage with the Student Representatives; and
- students are encouraged to provide constructive feedback and suggestions for improvement through a range of surveys and feedback mechanisms.

4.3.5 **Safety and Security**

Students and Staff are advised on the actions they can take to enhance their personal security, safety and wellbeing. Measures are in place to prevent and address possible issues such as harassment, discrimination and/or bullying.

Stanley College is committed to fostering a place of safety and respect that encourages Students to report any behaviour which contravenes the College Code of Conduct. Information will be provided about:

- general safety precautions related to living in a large city in Australia;
- pre-arrival information;
- transition into a new course;
- how to seek assistance for academic and non-academic matters and whom to approach for that advice;
- awareness of consent, respectful relationships and bystander intervention. Training will also include awareness of cultural differences that may lead to misunderstandings;
- how to report any incident that significantly impacts on their wellbeing, including Critical Incidents and isolated events such as harassment, discrimination, bullying, family/domestic violence, sexual assault or sexual harassment. Reports can be made anonymously, with steps being taken to protect the privacy of those involved in, or those who report any incidents;
- where a Student's behaviour is socially unacceptable, poses a risk of self-harm or is a threat the health, safety and wellbeing of other Students or Staff, the College will refer to the Code of Conduct and (if applicable) apply the provisions of its Fitness to Study Policy;
- awareness of emergency evacuation requirements at Stanley College, and work based training placements; and
- responsibilities for maintaining a safe learning environment.

4.3.6 **Staff Training**

- Stanley College will ensure that all staff receive up-to-date information about the College Student Support Services, available both internally and externally for students to access.

- Staff will be trained on their obligations under the ESOS Framework and the potential implications for international students arising for the exercise of their obligations surrounding support services for all students, but particularly for minors and vulnerable cohorts.
- Selected staff, including at least one student support officer, at each campus, will attend the Mental Health First Aid, "The accidental counsellor' or similar training to help them recognise the signs of student disengagement, respond to critical incident reports and foster a culture of safety and acceptance of all students.
- All staff are required to complete ongoing Professional Development activities, including non-academic staff.

5. Roles and Responsibilities

- **Vice President, Wellbeing and Engagement:** Oversight of student support strategy and compliance
- **Student Support Officers:** Provide direct support, referrals and case management
- **Academic Staff:** Identify at-risk students and refer to support services
- **Manager, Student Services:** Coordinate student support officer tasks, coordinate orientation, events, student feedback

6. Policy Information

Policy Area	VET
Authorised Officer	Vice President, Wellbeing and Engagement
Supporting documents, procedures, work guidelines and forms	Student Support Procedure Student Support Plan Student Handbook Course Progress Policy and Procedure Admissions Policy and Procedure
Audience	Public

7. Compliance Monitoring Summary

Overview	Frequency
Review of support services [use] and related feedback	Annually
Monitoring of student engagement and course progression	Annually
Annual review of policy and procedure to ensure its effectiveness and compliance with regulatory guidelines	Annually

8. Link to Standards

8.1 Standards for RTOs 2025

Quality Area	Outcome Standard	Focus Area	Standard	Performance Indicator
VET Student Support	VET Students are treated fairly and properly informed, supported and protected	Information	2.1	(c), ii
			2.2	(a), (b)
		Training Support	2.3	(a), (b), (c), (d)
			2.4	(a), (b), (c),
		Diversity and Inclusion	2.5	(a), (b)
		Wellbeing	2.6	(a), (b)

8.2 National Code of Practice 2018

Standard (Number)	Standard (Descriptor)	Standards (Individual)
Standard 6	Overseas Student Support Services	6.1, 6.2, 6.3, 6.4,6.5, 6.7, 6.8, 6.9