



# Student Support Services Policy

## 1.Purpose:

This policy outlines Yarra College Australia's (YCA) commitment to providing structured, accessible, and responsive academic and non-academic support services to ensure that all students are able to successfully participate in, progress through, and complete their training.

This policy ensures that:

- Students have timely access to trainers, assessors, and student support staff
- Academic and personal support needs are identified early and addressed appropriately
- Support services are equitable, culturally appropriate, and accessible across all delivery modes
- Students are supported in maintaining academic progress, wellbeing, and engagement
- The RTO complies with:
  - Standards for RTOs 2025 – Outcome Standard 2.3 (Support Services)
  - National Code 2018 – Standard 6 (Clauses 6.1–6.9)
  - Education Services for Overseas Students (ESOS) Act 2000

## 2.Scope:

This policy applies to:

- All enrolled VET students, including international students
- All staff involved in:
  - Training delivery
  - Student support
  - Administration and compliance
- All support services provided by the RTO, including:
  - Academic support
  - Wellbeing and personal support
  - External referrals and specialist services

## 3.Definitions:

| Term                          | Definition  |
|-------------------------------|---|
| Student Support Services      | Academic and non-academic support provided to assist students in successful course completion |
| Support Staff                 | Staff responsible for providing or coordinating support services                              |
| LLND                          | Language, Literacy, Numeracy, and Digital Literacy skills                                     |
| Critical Incident             | A significant event affecting student wellbeing or ability to study                           |
| Orientation                   | Program introducing students to services, rights, and responsibilities                        |
| Student Support Officer (SSO) | Designated staff member responsible for coordinating student support services                 |
| ILP                           | Individual Learning Plan for students requiring additional support                            |

## 4. Legislative and Regulatory References:

This policy aligns with:

- Standards for RTOs 2025 – Outcome Standard 2.3
- National Code 2018 – Standard 6 (Clauses 6.1–6.9)
- ESOS Act 2000
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988 (Cth)

## 5.Policy Statement:

YCA is committed to providing a student-centred support framework that ensures all students are supported academically, socially, and personally throughout their studies.

Support services are:

- Accessible and inclusive
- Provided at no additional cost (core services)
- Responsive to individual needs
- Continuously monitored and improved

### 5.1 Orientation and Student Information (Standard 6.1)

YCA ensures that all students receive:

- A structured orientation program
- Access to a comprehensive Student Handbook

Including information on:

- Support services and access methods
- Academic expectations and course requirements
- Safety, wellbeing, and emergency contacts
- Complaints and appeals processes
- Employment rights and Fair Work information



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| <ul style="list-style-type: none"> <li>• Living and studying in Australia</li> </ul>   |
| <p><b>5.2 Access to Support Services (Standard 6.2 &amp; 6.3)</b></p> <p>YCA ensures that:</p> <ul style="list-style-type: none"> <li>• Students can access support via: <ul style="list-style-type: none"> <li>○ Email</li> <li>○ Phone</li> <li>○ In-person consultation</li> </ul> </li> <li>• Core services are: <ul style="list-style-type: none"> <li>○ Provided at no additional cost</li> <li>○ Available across all delivery modes</li> </ul> </li> <li>• Support requests are responded to within 2 business days</li> </ul>   |
| <p><b>5.3 Academic and Learning Support (Standard 6.4)</b></p> <p>YCA provides:</p> <ul style="list-style-type: none"> <li>• LLND support and study skills assistance</li> <li>• Additional tutoring or academic guidance</li> <li>• Digital literacy support (where required)</li> </ul> <p>Student progress is monitored to identify:</p> <ul style="list-style-type: none"> <li>• Learning gaps</li> <li>• Students at risk of non-progression</li> </ul>   |
| <p><b>5.4 Student Support Officer (SSO) (Standard 6.5 &amp; 6.6)</b></p> <p>YCA ensures that:</p> <ul style="list-style-type: none"> <li>• A dedicated Student Support Officer (SSO) is appointed</li> <li>• SSO contact details are provided in: <ul style="list-style-type: none"> <li>○ Orientation</li> <li>○ Student Handbook</li> </ul> </li> </ul> <p>The SSO:</p> <ul style="list-style-type: none"> <li>• Acts as the primary contact for student support</li> <li>• Coordinates academic and wellbeing support</li> <li>• Facilitates referrals to external services</li> <li>• Monitors student engagement and wellbeing</li> </ul> |
| <p><b>5.5 Identification and Support of At-Risk Students</b></p> <p>YCA ensures that:</p> <ul style="list-style-type: none"> <li>• Students at risk are identified through: <ul style="list-style-type: none"> <li>○ Academic progress monitoring</li> <li>○ Attendance and engagement tracking</li> <li>○ Trainer feedback</li> </ul> </li> <li>• Intervention strategies include: <ul style="list-style-type: none"> <li>○ Individual Learning Plans (ILPs)</li> <li>○ Additional academic support</li> <li>○ Welfare support and follow-up</li> </ul> </li> </ul>   |
| <p><b>5.6 Staff Awareness and Training (Standard 6.7)</b></p> <p>YCA ensures that all staff:</p> <ul style="list-style-type: none"> <li>• Receive induction on: <ul style="list-style-type: none"> <li>○ ESOS Act</li> <li>○ National Code obligations</li> <li>○ Student support processes</li> </ul> </li> <li>• Participate in ongoing professional development</li> </ul>  |
| <p><b>5.7 Critical Incident Management (Standard 6.8)</b></p> <p>YCA ensures that:</p> <ul style="list-style-type: none"> <li>• Critical incidents are managed in accordance with PP43 – Critical Incident Policy</li> <li>• Appropriate support and follow-up is provided</li> <li>• Records are retained for at least two years</li> </ul>   |
| <p><b>5.8 Safety, Security, and Wellbeing (Standard 6.9)</b></p> <p>YCA ensures:</p> <ul style="list-style-type: none"> <li>• A safe and inclusive learning environment</li> <li>• Access to: <ul style="list-style-type: none"> <li>○ Emergency services</li> <li>○ Mental health and wellbeing services</li> <li>○ Safety guidance</li> </ul> </li> </ul>  |

| <b>6. Procedure – Step-by-Step:</b>        |  |                       |
|--|--|-----------------------|
| <b>6.1 Orientation and Initial Support</b> |  |                       |
| <b>Step</b>                                | <b>Action</b>                            | <b>Responsibility</b> |
| 1  | Provide Student Handbook and orientation | Admin / SSO           |





|                                       |  |                       |
|---------------------------------------|--|-----------------------|
| 2                                     | Introduce support services and SSO     | SSO                   |
| <b>6.2 Identify Support Needs</b>     |  |                       |
| <b>Step</b>                           | <b>Action</b>                          | <b>Responsibility</b> |
| 1                                     | Review PTR and LLND outcomes           | Trainer / SSO         |
| 2                                     | Identify support requirements          | Trainer               |
| <b>6.3 Provide Ongoing Support</b>    |  |                       |
| <b>Step</b>                           | <b>Action</b>                          | <b>Responsibility</b> |
| 1                                     | Provide academic support               | Trainer               |
| 2                                     | Provide wellbeing support              | SSO                   |
| 3                                     | Refer to external services if required | SSO                   |
| <b>6.4 Monitor Student Progress</b>   |  |                       |
| <b>Step</b>                           | <b>Action</b>                          | <b>Responsibility</b> |
| 1                                     | Monitor academic performance           | Trainer               |
| 2                                     | Identify at-risk students              | Trainer / SSO         |
| 3                                     | Implement intervention strategies      | SSO / Trainer         |
| <b>6.5 Recordkeeping</b>              |  |                       |
| <b>Step</b>                           | <b>Action</b>                          | <b>Responsibility</b> |
| 1                                     | Record support interactions in SMS     | Admin                 |
| 2                                     | Maintain student support records       | Admin                 |
| <b>6.6 Critical Incident Response</b> |  |                       |
| <b>Step</b>                           | <b>Action</b>                          | <b>Responsibility</b> |
| 1                                     | Respond to incident                    | Compliance / CEO      |
| 2                                     | Provide support and follow-up          | SSO                   |

| <b>7. Compliance Indicators:</b> |  |
|----------------------------------|--|
| <b>Standard</b>                  | <b>Evidence of Compliance</b>                      |
| 2.3                              | Support records, ILPs, student engagement tracking |
| 6.1                              | Orientation records, Student Handbook              |
| 6.2-6.3                          | Support access logs, communication records         |
| 6.4                              | Academic support records, LLND support evidence    |
| 6.5-6.6                          | SSO appointment and contact details                |
| 6.7                              | Staff induction and PD records                     |
| 6.8                              | Critical incident reports                          |
| 6.9                              | WHS records and safety communications              |

| <b>8. Recordkeeping Requirements:</b>  |
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| YCA maintains the following records:   |
| <ul style="list-style-type: none"> <li>Orientation attendance records</li> <li>Student support requests and logs</li> <li>LLND and academic support records</li> <li>ILPs and intervention records</li> <li>Referral documentation</li> <li>Critical incident reports</li> </ul> |
| All records are:   |
| <ul style="list-style-type: none"> <li>Stored in the Student Management System (SMS)</li> <li>Maintained for audit and compliance purposes</li> </ul>  |

| <b>9. Monitoring and Continuous Improvement:</b>   |
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| YCA ensures that:  |
| <ul style="list-style-type: none"> <li>Student support services are reviewed: <ul style="list-style-type: none"> <li>Annually</li> <li>During internal audits</li> </ul> </li> <li>Feedback is collected through: <ul style="list-style-type: none"> <li>Student surveys</li> <li>Support service reviews</li> </ul> </li> <li>Improvements are recorded in the: <ul style="list-style-type: none"> <li>Continuous Improvement Register</li> </ul> </li> </ul> |

| <b>10. Related Documents:</b>  |
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| <ul style="list-style-type: none"> <li>Student Handbook</li> <li>Orientation Procedure</li> <li>PP11 - Pre-Enrolment Policy</li> <li>PP8 - RPL Policy</li> <li>PP43 - Critical Incident Policy</li> <li>LLND Assessment Records</li> </ul> |





**Yarra College**  
Australia

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- Student Support Referral Form
- WHS Policy
- Continuous Improvement Register

