



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



• Living and studying in Australia
5.2 Access to Support Services (Standard 6.2 & 6.3)
YCA ensures that: • Students can access support via: ○ Email ○ Phone ○ In-person consultation • Core services are: ○ Provided at no additional cost ○ Available across all delivery modes • Support requests are responded to within 2 business days
5.3 Academic and Learning Support (Standard 6.4)
YCA provides: • LLND support and study skills assistance • Additional tutoring or academic guidance • Digital literacy support (where required) Student progress is monitored to identify: • Learning gaps • Students at risk of non-progression
5.4 Student Support Officer (SSO) (Standard 6.5 & 6.6)
YCA ensures that: • A dedicated Student Support Officer (SSO) is appointed • SSO contact details are provided in: ○ Orientation ○ Student Handbook The SSO: • Acts as the primary contact for student support • Coordinates academic and wellbeing support • Facilitates referrals to external services • Monitors student engagement and wellbeing
5.5 Identification and Support of At-Risk Students
YCA ensures that: • Students at risk are identified through: ○ Academic progress monitoring ○ Attendance and engagement tracking ○ Trainer feedback • Intervention strategies include: ○ Individual Learning Plans (ILPs) ○ Additional academic support ○ Welfare support and follow-up
5.6 Staff Awareness and Training (Standard 6.7)
YCA ensures that all staff: • Receive induction on: ○ ESOS Act ○ National Code obligations ○ Student support processes • Participate in ongoing professional development
5.7 Critical Incident Management (Standard 6.8)
YCA ensures that: • Critical incidents are managed in accordance with PP43 – Critical Incident Policy • Appropriate support and follow-up is provided • Records are retained for at least two years
5.8 Safety, Security, and Wellbeing (Standard 6.9)
YCA ensures: • A safe and inclusive learning environment • Access to: ○ Emergency services ○ Mental health and wellbeing services ○ Safety guidance

6. Procedure – Step-by-Step:

6.1 Orientation and Initial Support

Step	Action	Responsibility
1	Provide Student Handbook and orientation	Admin / SSO



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

7. Compliance Indicators:	
Standard	Evidence of Compliance
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

8. Recordkeeping Requirements:
YCA maintains the following records: • Orientation attendance records • Student support requests and logs • LLND and academic support records • ILPs and intervention records • Referral documentation • Critical incident reports All records are: • Stored in the Student Management System (SMS) • Maintained for audit and compliance purposes

9. Monitoring and Continuous Improvement:
YCA ensures that: • Student support services are reviewed: ○ Annually ○ During internal audits • Feedback is collected through: ○ Student surveys ○ Support service reviews • Improvements are recorded in the: ○ Continuous Improvement Register

10. Related Documents:
• Student Handbook • Orientation Procedure • PP11 – Pre-Enrolment Policy • PP8 – RPL Policy • PP43 – Critical Incident Policy • LLND Assessment Records



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