

Student Support Services Policy and Procedures



Purpose

The main purpose of Student Support Services Policy and Procedures is to outline the support services available for students providing them access to the educational and support services needed to meet the requirements of their qualifications.

Scope

Student support services would ensure that all students are given support while studying at CAC both domestic and overseas students in Australia; it includes academic as well as personal support. This policy also applies to all staff employed by CAC who have the responsibility to provide necessary support to the students.

Relevant standards, acts and legislations

The Student Support Policy and Procedures adheres to the Standards for Registered Training Organisations (SRTO's) 2025 Quality Area 2 VET Student Support; ESOS Framework (ESOS Act 2000) National Code Part 2018 Standard 6, Standards VET Funding Contract Skills First Program.

Definitions

Term	Definition
Authorised Delegates	An authorised delegate means an employee/s of the RTO who has been formally delegated the function of selection and recruitment from the CEO or equivalent, who may include but not limited to Student Support Officer, Trainer and Assessor, Admin Staff and so forth.
Student Support Coordinator	Student Support Coordinator is responsible for co-ordinating and monitoring the student support activities in the campus.
ESOS Framework	Education Services for Overseas Students Act 2000 is a national code that applies to delivering of education and training courses to overseas students.
LLN test	LLN stands for Language, literacy and numeracy, a skills test which is given to the students prior to the commencement of the course to determine any additional support or resources they may require to complete the course.
Offer letter	Offer letter is a formal letter of offer, which includes information on students' programme of study, tuition fees, deposits, start date and any academic/non-academic conditions they may need to satisfy.
Standards for Registered	A legislative instrument describing the minimum standards to be met by RTOs through the VET Quality Framework. The VET Quality Framework is aimed at achieving

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Term	Definition
Training Organisations (SRT0) 2025 (also referred as Standards)	greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced. http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html
Student Support Officer	Student Support Officer in an employee/s of the RTO who has been formally delegated the function by CEO or equivalent to provide support services to the students.

Policy

This policy affirms the commitment of CAC in providing student support services to domestic and international students and ensures that:

- CAC will determine any training support services that individual students would require prior to enrolment or commencement of qualification.
- The students would have access to trainers, assessors and other staff necessary to support their progress throughout the training product.
- CAC ensures that reasonable adjustments are made to support students with disability to access and participate in training and assessment on an equal basis.
- Students will be informed beforehand if support attracts an additional cost or any limitations to the support CAC is able to provide.
- CAC ensures to provide, students with necessary support to adjust to study and life in Australia in order to achieve their learning goals.
- CAC would appoint Student Support officers as the official point of contacts for the students ensuring that staff member who interact directly with students are aware of CAC's obligations under the ESOS Framework.
- CAC ensures to provide students an access to welfare-related support services to assist with any issues that may arise during their study, where needed referral will be provided for external support services with no charge.
- CAC would ensure to have sufficient student support personnel to meet the needs of the enrolled students.

In order to achieve the above-mentioned policy statements, the Campus Manager/ CEO shall arrange for:

1. Student Support Officer

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2. Pre-Enrolment Support
3. Enrolment Support
4. Student Support Services
5. Student support upon course completion

Procedure:

Central Australian College (CAC) will ensure the following procedure is practiced and implemented in order to provide necessary student support services to students enrolled in courses within CAC's scope of registration:

1. Student Support Officers

To ensure that appropriate support services are available to the students, CAC shall appoint Student Support Officers who will interact directly with the students guiding them towards relevant support services. Each nominated Student Support Officer is identified to provide student support for Academic and Non- Academic matters. CAC allocate full time student support officer at a ratio of 1:300 with an increase of 150 student additional part time student support officers would be nominated. The staff utilisation plan (student support services) will be updated and maintained by the RTO Operations Manager/ HR Officer/ Student Support Coordinator.

Student Academic Support

The National Training Manager/ Trainers and Assessors/ RTO Operations Manager along with the Student Academic Support team carry out the role of Student Academic Support officers.

- Student Academic Support is responsible for in assisting students in meeting course requirements and maintaining their engagement in training.
- They are responsible for identifying reasonable adjustment requirements for students with disclosed disability where appropriate as per the Reasonable Adjustment Policy and Procedure, where reasonable adjustment is not appropriate or possible the reasons are communicated to the students as soon as reasonably practicable.
- They are responsible for monitoring students' attendance.
- They are responsible in providing academic consultation to the students in order to achieve the course progress requirements
- They are responsible in conducting intervention if the students are behind their training plan and providing learning support
- They also provide flexible training alternative to student to meet the curriculum requirement by devising alternative training plans.

Non- academic Student Support

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Student Support Services Team, Administration Manager and their nominated Admin Staff/ Designated Student Support Officers are responsible in providing non-academic support to the students.

- Non- academic student support includes providing and facilitating the support to students about the following CAC policies and procedures:
 - Complaints and Appeals Policy and Procedures
 - Critical Incident Policy and Procedures
 - Fees and refunds policies and procedures
- Providing support and information about various CAC facilities and resource
 - Using the Automotive Mechanical workshop for practices
 - Using the Aged Care simulated facility for practice
 - IT Support – issues with online learning and submitting assessments online
- Observing and monitoring students to identify student support need, this is done by conducting Pre-Training Review and regular check-in with the students
- Providing external referrals free of cost:
 - Referrals to external support services for student mental health and wellbeing
 - Referrals to international student welfare bodies if they need support related to housing, accommodation, free legal advises about workplace rights
 - Referrals to consultants regarding student visa conditions relating to course progress and or attendance as appropriate
 - Referrals for domestic students to reconnect programs and other services
 - Referrals to support services to address issues related to bullying and sexual harassment

Students can access the Student Support Officer directly or via student administrations and an appointment will be organised. The contact details of the Student Support Officers and all staff delegated with designated responsibilities are made available to international students at the time of Orientation Program.

Although Central Australian College has appointed “Student Support Officer” all the staff will be involved on student support. Chain of management team CEO, RTO Operations Manager, Administration Manager, Training Coordinators, Trainers and all admin staff are designated the responsibility to support students when needed.

2. Pre-Enrolment Support

In the pre-enrolment process student support is provided by giving students pre-enrolment information regarding the courses we offer, enrolment procedures, career counselling living and working in Australia, student visa obligations, arrival advises and information.

a. Pre- enrolment information

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Prior to the enrolment students are guided to the Pre- enrolment information clearly outlined in Student Prospectus and the CAC website. Relevant Marketing personnel are designated with the responsibility of providing the pre-enrolment information which shall help students in making informed decision prior to enrolment in the course. For detail refer to Enrolment Policy and Procedure.

b. Identifying LLND support prior to enrolment or commencement

In order to determine support needs for students before enrolment Language Literacy Numeracy and Digital (LLND) skills assessment would be administered for the relevant qualification. LLND assessment would be administered by qualified LLN Trainer and Assessor.

The main aim of the test is to assesses students learners skills such as reading, writing, numeracy and digital skills needed to successfully participate in the training product. If a gap is identified learners would be recommended to undertake foundation skills pathways, provide them with alternative training products that might be best suited for them or LLND support strategies, gap filling exercises that would be adopted to make support available to the student.

c. Pre Training Review

Pre Training review would be conducted by Trainer/ Assessor or Student Support Officer to identify students learning requirements.

- Gaps in student's performance, knowledge and skills would be identified.
- Reviewer will identify any special needs of the leaner that needs to be catered for in the training.
- Delivery and assessment arrangements would be outlined
- Learning strategy for the learner would be detailed.
- Detail of evidences that would be used for the assessment would be outlined
- Resources required will be mentioned
- Reviewer should also identify the need of contextualisation according to learner workplace requirements
- Digital skills required for online learning is also identified at this stage

The training plan would be developed based on this Pre-Training review. It is one of the major tool in identifying academic and other support needed by the learner.

3. Enrolment Support

3.1. Orientation program for all students

a. Domestic Students

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Orientation program will be conducted for all domestic students at the venue or workplace by CAC authorised delegates. During the orientation students would be provided with the following information in detail:

- Course Duration
- Timetable/ Training Plan
- Any work placement, work integrated learning requirements
- Course Progress
- Student Handbook
- Student Support Services including both academic and non-academic (wellbeing support)
- Health and Safety Procedures
- Credit Transfer/ RPL
- Fees, cost, charges and refunds
- Access and Equity
- Referral forms for Asylum Seekers and Job Seekers
- Student rights, obligations and code of conduct
- Privacy Policy
- Plagiarism
- Student Code of Conduct

Student acknowledgement of Orientation would be recorded in ‘Orientation Checklist’ with student signature and date the orientation was conducted.

b. International Students

Orientation program for international students would be scheduled at CAC’s premises; student would be informed about the orientation day via email notification prior to the commencement of the course.

Orientation would be conducted by delegated CAC Staff covering the following:

- Introduction to college and staff
- Information about living and working in Australia
- Academic requirements including academic progress, NYC’s, attendance, practicals
- Plagiarism, copying and ownership of work
- Tour of the site covering evacuation plan and emergency exits
- Emergency and health services
- Campus Facilities and Services
- Complaints and Appeals Procedures
- Access and Equity

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- Student Visa Obligations
- Student support services, academic and non-academic support (wellbeing)
- International student handbook
- Learning management system (LMS)

During the orientation students would be provided with a copy of 'International Student Handbook'. Student acknowledgement of orientation sessions would be obtained via 'Confirmation of Student Orientation Session Attendance' with student signature and date.

4. Student Support Services

Students will be provided information about on how to access students support services. Student support officer will be appointed to deal with academic and welfare issues within CAC. Students will be referred to external support services for any matters that require further follow up with relevant professionals.

Any referrals provided by CAC are without cost, but fees and charges may apply where an external service is used by the student and this should be clarified to the student prior to referring any such services outside of CAC.

a. Academic Support

During the course of their study, students may have concerns with their attendance, academic performance or other related issues that could place them at risk of not achieving the requirements of their course. CAC uses various measures to identify a student who is struggling to comprehend or complete course materials by:

- regular trainer/assessor check-ins with students
- assessment task results and delays in assessment submission
- requiring extra time or support to practice skills or demonstrate knowledge
- disengagement with students who are engaged in online learning and submissions of assessments
- monitoring online progress

The following approaches are used once students support need is identified:

i. Learning support sessions: Students can gain advice and support in ensuring they maintain appropriate academic level, attendance and general support to ensure they achieve satisfactory results in their studies by attending weekly Learning support sessions organised by the Training Department.

All students' academic progress and attendance are monitored, and guidance and support provided where non satisfactory results are identified. Students are encouraged to attend the support session.

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ii. Catch up classes – Catch up classes are organised for students who need Academic support.

iii. One on one support - A student can get an appointment with ‘Student support officer’ to discuss any academic, attendance or other related issues. The student support officer would provide advice and guidance, or referral, where required. Students would be required to book time with them by calling (03) 9687 4275 or inquiring at CAC Administration.

iv. Online learning – a dedicated IT help desk is available to students for any support required for online learning and submission of assessments. Trainer/Assessors engage participants using various other channels such as face to face contact, phone calls and regular check in to ensure that students are engaged and participating.

b. Student welfare-services

International students may face many issues that may affect their academic, social or personal life while they are adjusting to Australian lifestyle. Students have access to the Support officer through normal RTO hours to gain advice and guidance on personal, financial or accommodation issues.

- Student Support Officers can be contacted during office hours Monday to Friday from 9:00 AM to 5:30 PM.
- In case of emergency students have the facility to contact Student Support Officers 24 hours in a day when required. Students can call 0422 443 268 or 0434 282 260. Alternatively, if they need police, fire or ambulance they are advised to dial national emergency number “000”.
- Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised. Assistance with referrals made on behalf of students to external services are at no cost to the student, however, the cost of external services is not included in course fees and are the responsibility of the student.
- CAC will make reasonable effort to assist the student to locate appropriate external support services that are free or subsidised. Where available CAC will advise students of possible funding for the particular service.
- In regard to medical or psychological/counselling student would be referred to GP. In these circumstances some of the cost may be covered by their Health Care Insurance.
- While CAC does not offer accommodation services or take any responsibility for accommodation arrangements CAC is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

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- All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services.
- Student Administration will always have an up to date list of medical professionals within access from CAC location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional. (See CAC Prospectus and CAC International Student Handbook for referral services)

5. Student support upon completion

Students who complete all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies. Completion of courses does not guarantee an employment outcome. Formal requirements other than educational qualifications (e.g. licensing, professional registration etc.) may apply to some occupations.

Once students successfully complete their course they will be provided with a guidance about your further education and employment pathways by the student support officers.

Duty of care

Duty of care refers to the legal obligation of organizations and individuals to treat others and the public in such a way as to avoid the risk of foreseeable injury. Duty of care applies to all students enrolled at CAC. It provides details on the action to be taken and the follow up required to support the safety and wellbeing of student and staff members involved in a critical incident, and the recording of particulars of the incident.

For more information about [duty of care](#) and its procedures refer to [Critical incident policy and procedures](#).

Policy Reference:

- ESOS Standard 6, Education Services of Students ACT 2000
- SRTO 2025: Quality Area 2
- Standard VET Funding Contract Skills First Program

Relevant Policies and Procedures

- Critical Incident Policy and Procedure
- Feedback, Complaints and Appeals Policy and Procedure

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- Access and Equity Policy and Procedure
- Reasonable Adjustment Policy and Procedure
- Staff Utilisation Plan (Student Support Services)
- Staff duty statement

Forms and documents

- Student Support Plan
- Student Consultation Form
- LLN Test
- Pre Training Review
- Orientation Checklist
- Confirmation of Orientation Session Attendance (International)
- Student Handbook
- Critical Incident Form
- Complaints and Appeals Form

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