

Student Support Policy

1. Purpose

The purpose of this policy and procedure is to ensure that Illoura College recognises and responds to each student's individual needs by providing appropriate services and support to enable their successful participation in their chosen course. It aims to give students reasonable access to training support services, including trainers, assessors, and other staff, while fostering a positive and inclusive learning environment. This policy also promotes mental, physical, and emotional wellbeing, encourages respectful relationships, and ensures that all students—regardless of background, culture, or health conditions—have equitable access to resources and support when facing challenges.

2. Definitions

- **Student support** means the range of academic, wellbeing, pastoral, and practical assistance provided by Illoura College to enable students to participate effectively in training and assessment and to achieve successful educational outcomes. Support may include early intervention, learning assistance, well-being support, reasonable adjustments, and referral to specialist services.
- **Student Support Team** refers to designated Illoura College staff responsible for coordinating, delivering, and monitoring student support services. This includes Student Support Officers, the Training Coordinator, and other authorised staff involved in identifying student support needs, providing frontline assistance, coordinating interventions, developing Student Support Plans, and referring students to internal or external support services in accordance with college policies and regulatory requirements.
- **Student wellbeing** refers to the holistic state of a student's mental, physical, emotional, and social health, and their ability to engage effectively in learning and daily activities.
- **Intervention** refers to early, targeted actions taken by Illoura College in response to identified risks to a student's engagement, wellbeing, attendance, or academic progress. Interventions are typically short-term and may include academic guidance, counselling, additional support sessions, or referrals designed to prevent issues from escalating.
- **A Student Support Plan** is a formal, documented plan developed in consultation with the student when ongoing or targeted support is required. The plan outlines identified support needs, agreed strategies, responsibilities, timeframes, and review arrangements, and is monitored regularly to support student progress and wellbeing.

3. Policy Statement

3.1 Designated Student Support Team

Illoura College recognises that effective student support is a shared responsibility across all staff, with designated Student Support Officers (SSOs) and the Training Coordinator acting as the primary points of contact for student support matters.

Illoura College ensures that staff participating in student support activities undertake ongoing professional development relevant to their roles. This includes training in cultural awareness, mental health first response, disability awareness, and inclusive education practices, to ensure support is delivered in accordance with the Standards for RTOs 2025, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and the Disability Standards for Education 2005.

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The Student Support Team is responsible for providing frontline student support in accordance with this policy. Their responsibilities include:

- Providing timely, confidential, and respectful support to students
- Participating in annual professional development relating to diversity, wellbeing, mental health, and learner support
- Ensuring all support actions comply with Illoura College's Student Support Policy and relevant legislative and regulatory requirements

The Student Support Team is available on campus during standard operating hours. Students may access support services in person at reception or by contacting the Student Support Team via email at sso@illoura.edu.au. Upon receipt of a support request, the team will respond promptly and arrange a meeting with the student where appropriate.

3.2 Types of Support

It is important to acknowledge that the support that students seek from Illoura College will be varied according to their individual circumstances. In recognition of this diverse requirement, the following support service guide has been developed to assist the Student Support Team to provide a response that is informed by our lessons learned and our established knowledge of support service approaches which will best enable students to progress with their training and assessment in a supported and culturally safe environment.

3.2.1 LLND

Illoura College assesses students' Language, Literacy, Numeracy and Digital (LLND) capability at enrolment using an approved LLND assessment tool (LLND Robot) to determine the student's Australian Core Skills Framework (ACSF) level relevant to the qualification in which they are enrolled. Where a student is identified as requiring LLND support, the Student Support Officer develops an individualised support plan in consultation with the student. Support strategies may include additional learning resources, structured LLND assistance, reasonable adjustments, and referral to internal or external support services. Illoura College also conducts periodic digital technology workshops to assist students, including those with learning difficulties or disabilities, to build confidence in using learning platforms, software, and assistive technologies required for successful course participation.

3.2.2 Training and Academic Support

Students who are not progressing satisfactorily in their training or assessment are referred for early intervention involving the Student Support Officer, Training Coordinator, and relevant Trainer and Assessor. Intervention strategies are tailored to the student's needs and may include one-to-one tutoring, clarification of unit content, structured study plans, additional learning resources such as videos, guides, and digital libraries, use of assistive technology, and reasonable adjustments to training delivery or assessment methods. Where ongoing support is required, a formal Student Support Plan is developed, monitored, and reviewed to support continued engagement and progression.

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3.2.3 Financial Support and Flexible Fee Arrangements

Illoura College recognises that financial hardship can impact a student's ability to continue their studies. Where genuine financial difficulty is identified, students may be supported through flexible fee payment options, including instalment arrangements, in accordance with the College's Fee Policy and Refund Policy and written agreements.

3.2.4 Disability and Medical Support

Students with a disability, medical condition, or ongoing health needs are supported in line with the Disability Standards for Education 2005. Illoura College works collaboratively with students to identify reasonable adjustments that enable equitable access to training and assessment without compromising the integrity of the qualification or learning outcomes. A documented support plan is developed and maintained on the student file, outlining agreed adjustments, responsibilities, and review arrangements. Adjustments are implemented in a culturally sensitive and respectful manner to ensure the student's dignity, privacy, and wellbeing are maintained.

3.2.5 Counselling and wellbeing support

Student wellbeing is central to Illoura College's approach to education and learner support. The College is committed to providing a safe, inclusive, and supportive learning environment that enables students to achieve successful educational outcomes while supporting positive mental health, personal development, and meaningful engagement.

Illoura College ensures that all students have access to appropriate, timely, and responsive support services tailored to their individual needs. Support requirements are identified through information collected at enrolment, orientation activities, trainer and assessor observations, progress monitoring, and ongoing engagement with students. Where necessary, students may be referred to confidential counselling and specialist services through qualified external professionals.

If based on enrolment information or ongoing assessment, Illoura College determines that it cannot reasonably provide a safe or suitable learning environment that adequately meets a student's specific support needs, the student will be promptly informed. In such circumstances, the College will facilitate referral to an alternative education provider or appropriate support service that is better equipped to provide the required level of support. Enrolment or continuation of enrolment will not proceed where the College is unable to meet its learner support obligations, in order to safeguard student welfare, wellbeing, and learning outcomes.

For detailed information regarding internal support services and external referral contacts, students are advised to refer to the Student Support Services Referral List, available on the Illoura College website: <https://illoura.edu.au/support/ssolist>

4. Procedure

4.1 Assess Student Support Needs

Illoura College assesses student support needs through a structured and ongoing process designed to identify individual academic, wellbeing, language, and personal support requirements at the earliest possible stage and throughout the student lifecycle. Support needs are initially identified during the enrolment and pre-enrolment process through the collection and review of student information, including language proficiency, prior education and training, learning capability, and personal circumstances that may impact engagement or progress. This information is supplemented through orientation activities, trainer and assessor observations, attendance monitoring, progress reviews, assessment outcomes, and direct

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student feedback. Where indicators of risk or need are identified, Illoura College undertakes timely intervention and provides appropriate support or referral to internal or external services.

4.2 Availability of Support Services

Illoura College ensures that appropriate learner support services are readily available, accessible, and responsive to the diverse needs of its student cohort. Support services are clearly communicated to students prior to enrolment, during orientation, and throughout their studies via the Student Handbook, College website, trainers, and student support staff. Students can access academic support, language and learning assistance, wellbeing guidance, and confidential counselling services, including referrals to qualified external professionals where required. Support services are provided at no additional cost where reasonably possible, or students are informed of any potential external service fees in advance. Illoura College implements flexible and timely access arrangements to ensure students can seek support without disadvantage, and support remains available for the duration of enrolment.

4.3 Student Support Plan

Illoura College implements early interventions where potential risks to student progress or wellbeing are identified. Where intervention measures are insufficient or where ongoing support is required, a formal Student Support Plan is developed in consultation with the student. Intervention actions may form part of, or lead into, a Student Support Plan and are documented to ensure continuity, monitoring, and review of student support.

4.4 Regular Monitoring and Continuous Improvement

Illoura College implements a structured process for the regular monitoring of student engagement, academic progress, and wellbeing to ensure that learner support strategies remain effective, appropriate, and responsive to individual student needs. Where early interventions or formal Student Support Plans are in place, student progress is systematically reviewed against agreed goals, support actions, and timelines, and support strategies are adjusted as required. The outcomes of monitoring activities, including the effectiveness of internal supports, external referrals, and escalation process are documented and analysed to identify trends, emerging risks, and areas for improvement. Findings from this analysis inform continuous improvement initiatives, such as refining student support procedures, updating policies and resources, strengthening referral pathways, and enhancing staff capability through professional development.

5. Related documents and Forms

Related Policies

- Enrolment Policy
- LLND Policy
- Training Policy
- Fee Policy
- Refund Policy
- Continuous Improvement Policy

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Related Forms

- Intervention form
- Intervention Plan
- Student Support Plan
- Student Support Plan-Review
- Continuous Improvement Record

6. Policy Information

Policy area	Student Support
Policy Version	V 1.0
Date of Effect	July 2025
Review Schedule	July 2026
Applicable Standards	<ul style="list-style-type: none"> • Outcome Standards for RTOs, Standard 2.3, 2.4 and 2.6. • National code of practice for providers of Education and Training to Overseas students 2018 – Standard 6 • Disability Standards for Education 2005
Responsibility	<ul style="list-style-type: none"> • CEO • All staff