

Student Support Services Policy & Procedure

1. Purpose

To ensure all learners can successfully participate and progress in training by providing timely, accessible educational and support services tailored to the needs of the cohort and of individual learners, in alignment with the Standards for RTOs 2025 and applicable legislation.

2. Scope

Applies to all prospective and enrolled learners (domestic and international), including those studying onsite, offsite and online, and to all staff who provide or coordinate student support.

3. Principles

- Learner-centred & equitable: identify needs early; provide reasonable adjustments and referrals.
- Timely & transparent: publish support options; clear service standards and escalation.
- Safe & confidential: handle information per privacy law; keep accurate records.
- Continuous improvement: monitor usage, outcomes and trends; implement corrective and/or preventive action where needed.

4. Roles & Responsibilities

- Administration Team: primary contact for academic, welfare and referral support.
- General Manager: oversees system effectiveness; ensures alignment to RTO Standards 2025; reviews reports; drives corrective and/or preventive action and policy updates.
- Operations Manager: primary contact for learners, ensures ESOS/National Code requirements during study.
- Trainers/Assessors: identify learning barriers, refer learners, and implement reasonable adjustments approved by Managers.
- Director: resource and endorse the framework; review quarterly reports and actions.

5. Identifying Needs (Cohort & Individual)

Cohort analysis informs the TAS and delivery design (e.g., LLND profile, digital access, work/roster patterns, cultural/linguistic needs). Individual needs are identified at pre-enrolment/enrolment and on an ongoing basis (self-disclosure, trainer observation, assessment performance, attendance). Where material needs are identified, the Admin team (with trainer input) documents a Learner Support Plan (adjustments, referrals, review dates). No additional cost applies for internal support; third-party services may charge (communicated upfront).

6. Educational & Support Services (Examples)

Educational supports:

- LLND assistance (foundation skills, additional tutorials, language support).
- Digital access support (LMS orientation, device/connection guidance).
- Study skills/time management and assessment coaching.
- Reasonable adjustment (assessment conditions consistent with the training product).

Welfare/other supports:

- Counselling and mental-health referral (counsellors / psychologists on approved referral list).
- Disability access and assistive technology referrals.
- Accommodation, transport, financial counselling and community services referrals.
- Cultural and faith-based supports; Aboriginal and Torres Strait Islander support links.

International learners (ESOS/National Code):

- Orientation covering support services, emergency contacts and OSHC; access to welfare advice; referrals to community/legal/health services.

7. Service Access & Standards

- How to access: Email/phone to Admin Team
- Response times: acknowledge within 2 business days, with a plan/appointment within 5 business days (urgent matters same day).
- Escalation: complex or high-risk matters escalated to General Manager and, if required, to the Director.
- Fees: no extra cost for College-provided support; third-party costs disclosed prior to referral.

8. Referrals & Partnerships

The Admin Team maintains an approved referral directory (health, counselling, disability, crisis, legal, tenancy, multicultural, youth, financial counselling). Staff must use current entries only and record every referral (date, provider, reason, outcome follow-up).

9. Orientation (including International Learners)

All new learners receive orientation covering support services, contacts, study expectations, attendance, complaints/appeals and emergency information; international learners receive National Code orientation items (including OSHC and local services).

10. Confidentiality & Privacy

Support interactions are confidential unless there is risk of harm or a legal requirement to disclose. Information is handled under the Privacy Act 1988 (Cth) and College policies; only authorised staff may access records.

11. Recording

Where: All support requests, plans, communications and referrals are filed in student profile in aXcelerate and SharePoint.

What: Date/time, presenting need, actions/referrals, follow-up and closure; any adjustments approved/implemented.

12. Continuous Improvement (corrective and/or preventive action)

Trends (e.g., repeated LLND barriers or high deferrals) trigger root-cause analysis, risk rating and corrective/preventive actions (e.g., adjust TAS, add tutorials, trainer PD, update resources, refine referral partners). Effectiveness is verified at the next review cycle and recorded.

13. Applicable Standards & Legislation (non-exhaustive)

- Standards for Registered Training Organisations (RTOs) 2025 (and successors).
- Education Services for Overseas Students Act 2000 (ESOS) and National Code of Practice 2018 (for overseas students in Australia).
- Privacy Act 1988 (Cth) and Australian Privacy Principles.
- Disability Discrimination Act 1992 (Cth) and Disability Standards for Education 2005.
- Equal Opportunity Act 1984 (WA).
- Fair Work Act 2009 (Cth).
- Work Health and Safety Act 2020 (WA) and WHS (General) Regulations 2022 (WA).
- Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth)).

14. Useful Contacts (examples)

- Emergency: Police/Fire/Ambulance 000; WA Police (non-urgent) 131 444.
- Crisis & counselling: Lifeline 13 11 14; Crisis Care 9223 1111; Samaritans 9381 5555.
- Health/OSHC: Department of Health WA service directory; OSHC provider (international learners).

Kingston Training and Employment Pty Ltd



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Policy Title	Student Support Services Policy and Procedure
Policy Renewal	Every 2 years
Responsibility	Compliance Manager

Record of updates and changes

Version No.	Issue Date	Nature of Amendment
Version 3	July 2013	Policy revised
Version 4	July 2015	Changes to format and updated government departments
Version 5	March 2018	Updated National Code version, reformatted
Version 6	March 2019	Reviewed to new National Code requirements. Government departments updated
Version 7	June 2022	Responsibilities and services reviewed
Version 8	Sept 2025	Reviewed for adherence to new RTO Standards 2025 and reformatted.