

Student Support Policy

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Policy

The purpose of this policy and procedure is to maximise the outcomes for the learner by ensuring that they receive training, assessment and support services that meet their individual needs.

Sacred Heart International College will determine the support needs of individual learners in order to provide them with access to the support services necessary to meet the requirements of the

Sacred Heart International College is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached. Therefore, Sacred Heart International College ensures that:

- The learning and support needs of all students are assessed upon entry into a program.
- All students are aware of how to access the services which they require to successfully complete their training and assessment program.
- Feedback is collected about Sacred Heart International College's provision of support services and the feedback is systematically collated, analysed, and used to improve training services.

Procedures

Student Information

Sacred Heart International College has developed a student handbook which includes all information as specified in Standard 2.1 of the Outcome Standards for RTOs, including links to relevant information located on the College's website.

Prior to enrolling any student into a nationally recognised course at Sacred Heart International College, the student will be provided with a link to the website and a link to the handbook, with clear instructions that they should review this information prior to enrolling in any nationally recognized course.

The website and the handbook will be reviewed every three months to ensure that the information remains accurate, relevant and current.

Whenever there are changes to the courses or SHIC's services to students, SHIC will:

- Amend the website and handbook accordingly
- Notify all current students of the changes and provide links to the revised website and handbook

These actions will occur when there are changes to:

- Contact details for your Sacred Heart International College
- Course details, cost or duration
- Services provided by Sacred Heart International College
- Ownership of your Sacred Heart International College
- Changes to any third party arrangements
- Unexpected events which may impact the ability of the student to complete their course
- Sacred Heart International College will determine the support needs of individual learners and provide access to the educational and support services necessary for the individual learner to meet the requirements of the course in which they are enrolled.

Academic Support

- The qualifications and experience of every learner is reviewed to ensure that they have the specified entry requirements and to determine any specific learning support which they may require.
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- Learners will be enrolled in an appropriate course based on the learner's existing competencies in consultation with each learner.
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- Upon enrolment in a course, learners will be advised of the emails and phone numbers of SHIC's office and their trainer/assessor, with details of the times when they are available.
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- Learners are encouraged to contact SHIC if they are having any issues with their studies
- Sacred Heart International College may adjust the learning material to satisfy the needs of any learner, such as
 - converting learning materials in alternative formats, such as to large print,
 - contextualising learning and assessment programs to the workplace
 - providing information and communications technology (ICT) support and/or flexible scheduling.
- The academic progress of students will be regularly monitored. Where learners are not progressing through their course at an appropriate rate, or where it is perceived that learners are having difficulties in completing tasks and assessments, the learners will be offered additional assistance, which may include:
 - Additional tutorial support
 - One-on-one meetings with the trainer/assessor
 - Referral to additional learning material
 - Specialised IT/technical support
 - Referral to an organisation which assists with language, literacy and numeracy issues (see Appendix 1 for a list of referral agencies)

Reasonable Adjustments

Students are encouraged to advise the College of any disability which they may have so that the College can make suitable arrangements to assist the student with their studies. Any such information provided by the student will be treated with utmost confidentiality

Because of the nature of the courses offered by Sacred Heart International College, it may be difficult for students with physical disabilities to be able to complete particular assessment tasks. SHIC will ensure that students with physical disabilities unable to complete these tasks are advised prior to enrolment.

Students with disabilities may be provided with reasonable adjustments to assist them with the learning process and in completing assessments. These reasonable adjustments may include:

- providing additional time to complete assessments
- providing assistive technology options
- providing alternative formats for learning materials
- customising resources
- offering choice in assessment format where appropriate
- offering flexible scheduling of training or assessment

Wellbeing

Sacred Heart International College will provide learners with information on the importance of their wellbeing in order to progress satisfactorily with their studies. Whilst the College does not provide detailed wellbeing services, the College can provide general information on study skills, and how students can best manage their time.

Sacred Heart International College will provide details of organisations which can assist students who need support or advice regarding:

- Financial issues
- Mental health issues
- Culture specific support
- Support in regard to abuse or violence

Details of referral agencies are listed in Appendix 1

Diversity and Inclusion

Sacred Heart International College will provide a safe and welcoming learning environment free from racism, discrimination or any other form of harassment. All staff at Sacred Heart International College will respect individual differences and treat all people with dignity.

Sacred Heart International College is committed to:

- facilitating access to training opportunities so that people of diverse circumstances and backgrounds can develop relevant skills

- ensuring the principles of diversity, inclusion and equal opportunity are embedded and assessed in the College's procedures and operations
- educating staff and students about acceptable behaviour in relation to diverse and indigenous cultures in an education environment
- ensuring equitable opportunity for students regarding access and admissions, enrolment, learning and assessment, services and support, and providing individual adjustments and services where necessary
- ensuring that the training programs include sufficient flexibility to enable students to be able to engage in their cultural obligations.

Sacred Heart International College will take positive action to identify and prevent institutional or systemic issues that lead to:

- unlawful discrimination, or
- behaviours that may constitute racism, sexual harm, victimisation, vilification, harassment and bullying.

Student Feedback

Students are encouraged to provide feedback throughout their studies regarding any issue affecting their studies. Any feedback will be treated in confidence and SHIC will act on any feedback received. Feedback will be acknowledged in writing.

Complaints and Appeals

SHIC has detailed procedures for lodging complaints and appeals regarding the College's services, which also include the College's processes and timelines for handling complaints and appeals.

The procedures are available on the College website under Feedback, Complaints and Appeal Policy at SHIC's website or by contacting the College's Administration.

All complaints and appeals will be treated in confidence. Sacred Heart International College is committed to a blame-free culture, where there is no detriment to people who complain.

Appendix 1 External Referrals

Where appropriate, Sacred Heart International College will provide students with details of the following external agencies:

Language Literacy and Numeracy Support

AMES (Adult Multicultural English Service)

AMES is the largest provider of English language and Settlement services in Victoria, in addition to being a major supplier of specialist employment and training services in Melbourne.

Contacts are: <http://www.ames.net.au>

Enquires contact number: 13 2637

AMEP (Adult Migrant English Program)

The Adult Migrant English Language Program (AMEP) provides up to 510 hours of free English language tuition to eligible migrants from the skilled, family and humanitarian visa streams, to help them learn Basic English to assist with their settlement in Australia.

The Adult Migrant English Program has number of support services in place that are available to clients to help facilitate their attendance and participation in the programme. These include:

- Counsellors and Individual Pathways Guides
- Childcare
- Youth classes
- Settlement course and
- Bilingual support

Enquiries contact number: 133873

Email: skilling@industry.gov.au

Reading and Writing Hotline

For the price of a local call anywhere in Australia, the Hotline can provide the student with advice and a referral to one of many providers of courses in adult literacy and numeracy.

Telephone: 1300 655 506

Website: <http://www.readingwritinghotline.edu.au/>

Wellbeing Services

Lifeline (Phone [13 11 14](tel:131114))

A national charity providing individuals experiencing personal crisis with access to 2-hour crisis support and suicide prevention.

Beyond Blue (Phone [1300 224 636](tel:1300224636))

Provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Safe Steps (Phone [1800 015 188](tel:1800015188))

A child-focused service for those who experience family violence or other forms of child abuse.

The Orange Door (Phone [1800 271 170](tel:1800271170))

Help and support for family violence and families in need of support with the wellbeing and development of children.

National Debt Hotline (Phone [1800 007 007](tel:1800007007))

The [National Debt Helpline](#) (NDH) is a free hotline to help you manage your debt problems. Their financial counsellors provide free, independent and confidential services.

Kids Helpline (Phone [1800 551 800](tel:1800551800))

A free confidential support services available 24/7 providing support for children.

Emergency Services (Phone [000](tel:000))

For any emergency where you may require Police, Fire or Ambulance.

Crime Stoppers ([1800 333 000](tel:1800333000))

Australia's national crime reporting service. Anonymous reporting is available.