



STUDENT SUPPORT AND WELLBEING POLICY

STUDENT SUPPORT AND WELLBEING

PURPOSE

To ensure all students are provided with access to appropriate academic student support and wellbeing services that enable them to successfully participate in their training and assessment in a safe, inclusive and respectful learning environment.

SCOPE

This policy applies to all prospective and enrolled students.

POLICY STATEMENT

- ◆ ARG ensures fair and timely access to student support services to assist with student progression and successful course completion.
- ◆ Reasonable adjustments are available to students with disability, injury, health condition or other additional needs.
- ◆ ARG promotes equity, diversity and inclusion, ensuring culturally safe and respectful practices.
- ◆ Students have access to wellbeing support including referral to counselling, external services or debriefings after practical training.
- ◆ Trainers/Assessors will monitor student engagement to identify and address support needs early.
- ◆ Information on available support services will be provided to students before enrolment and throughout their training.
- ◆ Students who feel their support or wellbeing needs are not being met can access ARG's Complaints and Appeals process without disadvantage.

RESPONSIBILITIES

- ◆ Students are encouraged to raise support needs with their Trainer/Assessor or RTO Administration.

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- ◆ Trainers/Assessors monitor student engagement and provide or refer students to appropriate support.
- ◆ RTO Administration maintains oversight of student support services and ensures this policy is implemented and up to date.

REVIEW

This policy will be reviewed in alignment with the *Internal Audit Schedule* and *Compliance Calendar* or earlier if required by changes to legislation, the *Outcome Standards for RTOs 2025* or identified student needs.

References:

Outcome Standard 2.1, 2.3, 2.4, 2.5 and 2.6
Compliance Requirements – Clause 20
Credential Policy
RTOC-QP-002 and RTOC-QP-005

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