



# 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**

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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.

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### **References:**

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

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