



**SITS**  
**COLLEGE**

**Student Support Services and Wellbeing Policy**



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**P06**

# **Student Support Services and Wellbeing Policy**

**HCR Constructions Pty Ltd t/a SITS College**

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## Purpose

This policy and procedure set out SITS' expectations and requirements in the provision of support services to all students. This policy ensures that the educational, welfare, and wellbeing needs of students are catered to and supported while studying at SITS.

Support includes, but is not limited to:

- **Academic and learning assistance**
- **Personal and wellbeing support**
- **Reasonable adjustments for access and equity**
- **Referral to external specialist services where appropriate**

This policy applies to all current students and to all staff who contribute to the delivery of training, assessment, and student support.

## Definitions

<b>Academic Support</b>	Guidance, tutoring, or resources provided to help students meet academic or competency-based learning outcomes.
<b>Access and Equity</b>	Principles that ensure fair treatment and equal opportunity for all students, regardless of background or personal circumstance.
<b>Confidential Information</b>	Personal or sensitive information provided by a student that must be managed in accordance with the <i>Privacy Act 1988 (Cth)</i> and SITS's Privacy Policy.
<b>Reasonable Adjustment</b>	Modification or support provided to enable a student with a disability, medical condition, or other disadvantage to participate fully in training and assessment without compromising competency outcomes.
<b>Student Support Officer</b>	The staff member (or delegate) responsible for coordinating support and referral services at SITS.
<b>Welfare and Wellbeing Support</b>	Assistance provided to help students manage personal issues that may affect study, such as stress, mental health, housing, or financial hardship.

## Policy

SITS College is committed to providing a supportive learning environment that fosters student achievement, wellbeing, and inclusion.

The College recognises that personal and external factors can affect a student's ability to succeed and therefore provides structured support services to address these needs. This policy outlines information on SITS approach to supporting students through:

- The provision of a comprehensive orientation programme
- The provision of a comprehensive staff orientation programme and ongoing training
- The provision of a safe, supportive and inclusive learning environment
- The provision of support services and academic support services

SITS College will:

- Offer equitable access to culturally appropriate support services for all students.
- Promote early identification of support needs through orientation and ongoing feedback mechanisms.
- Provide or arrange access to appropriate academic and non-academic assistance.
- Maintain confidentiality and privacy of all student information.
- Comply with all legislative and regulatory requirements related to student welfare, privacy, and anti-discrimination.

Further details on measures are provided below.

## Orientation

Students are provided with a mandatory and comprehensive orientation program upon arrival at SITS or at the beginning of their course intake. Where a student is admitted to a course late, the orientation is provided on an individual basis. SITS' orientation program includes information on the following;

- Support services available to assist overseas students in adjusting to study and life in Australia
- English language and study assistance programs
- Relevant services
- Emergency and health services and emergency procedures
- SITS facilities and resources
- Complaints and appeals processes
- Requirements for course attendance and progression
- The support services available to assist students with general or personal circumstances adversely affecting their education and/or wellbeing
- Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- SITS policies and procedures

Staff likewise receive a comprehensive orientation which includes an explanation of staff obligations under duty of care and SITS' policies and processes. All orientation programs are reviewed annually to ensure the information included therein remains true and current.

## Staff Training

SITS effectively supports the provision of services to students through thorough and ongoing staff training and a comprehensive system of continuous improvement and professional development. Ongoing staff training ensures;

- management is familiar with the domestic and international education environment.
- reporting lines support efficient service delivery.
- staff and guardians/carers receive training/information to support student welfare.
- staff and guardians/carers are aware of mandatory reporting requirements and legislation relating to the care of minors as well as duty of care requirements.

## Campus Safety

SITS' Work Health and Safety Policy and associated Framework provides further guidance on the process and approach to managing day-to-day hazards and risks at the school and for the assessment and management of risk for any activities conducted on or off campus. Students have access to information about how to seek assistance for and report an incident or issue that

significantly impacts their wellbeing, including critical incidents, and are empowered to utilise these communication channels.

## Wellbeing and Welfare

Provision is made for the wellbeing and welfare of students, considering their personal and cultural backgrounds and SITS' location. SITS employs a Student Services Officer with formal qualifications/experience in the provision of wellbeing support. With the support of student services and trainers, the Student Services Officer is responsible for monitoring student engagement and attendance and providing counselling and consultation around welfare matters. Additionally, the Student Services Officer is responsible for the provision of advice and support services that include (but are not limited to):

- accommodation
- counselling
- crisis services
- disabilities and equity issues
- financial matters
- legal issues
- medical/mental health issues
- peer mentoring
- stress-management

The Student Services Officer maintains an up-to-date register of available and culturally appropriate support and wellbeing services. This information is also provided to students on orientation.

Students will need to make an appointment to meet with the Student Services Officer; however, urgent matters will be attended to promptly. The Student Services Officer will ensure that the required academic support services have been provided to the students through scheduled learning support sessions and/or activities and will maintain regular communication with the students to obtain feedback.

## Academic Support

Students may have concerns about their attendance, academic performance, or other related issues that place them at risk of not achieving the requirements of their program or failing to complete their studies within the expected duration. SITS is committed to providing ongoing academic counselling and support to students in the form of:

- Language, Literacy and Numeracy (LLN) support (further detailed in SITS' LLN Policy and Procedure).
- Course progress interventions (where appropriate)
- Academic support sessions
- Scheduled learning and study support sessions
- Consultation and support to trainers providing academic support or support to students with disabilities or learning difficulties.

Students wishing to access any support services should speak directly with one of SITS' Student Support Officers. Student Support Officers can be reached at reception during campus opening hours.

## Privacy and Confidentiality

SITS complies with its legislative requirements under the Privacy Act (1988) in how personal and sensitive information is collected, stored and used. Case notes and related records created by Student Support Officers, academic counsellors, trainers, assessors, or other staff are handled with care and with respect for student privacy.

### Collection

SITS collects case notes only with a student's informed consent, unless collection is required or authorised by law, or is necessary to prevent or lessen a serious threat to a person's life, health, or safety.

### Use, Storage, and Security

Information is used only for the provision of support and coordinating services. It is stored securely, access is limited to authorised staff, and retention follows legislative and SITS internal record-keeping requirements.

### Disclosure

Student information will only be disclosed in the following situations:

- Informed consent is expressly provided by the student.
- There is a reasonable belief of a serious threat to the life, health, or safety of the student or another person.
- Disclosure is required or authorised by law, including a lawful notice, court order, regulator request, or other mandatory reporting obligation not limited to child safety legislation.
- Limited de-identified information is used for monitoring service quality, compliance monitoring, or internal reporting.

### Access and Corrections

Students may request access to, or correction of, their personal information, subject to lawful limitations.

### Further Information

For full details on how SITS collects, stores, safeguards, and shares personal information, refer to the SITS Privacy Policy.

## Continuous Improvement

To ensure that SITS maintains support services that are appropriate in scope and quality, SITS implements a system of regular review and feedback. See SITS' Continuous Improvement Policy and Complaints and Appeals Policy for more information.