

STUDENT SUPPORT POLICY

Policy Name	Student Support Policy
Related Legislation	ESOS National Code Standard 6 Standards for RTOs 2025
Version	2.0
Last Reviewed	May 2026
Approved By	Chief Executive Officer

1. Purpose

To ensure Skills Click Pty Ltd provides structured, accessible, and documented student support services in compliance with the ESOS National Code Standard 6 and the Standards for RTOs 2025, supporting students to achieve academic success, wellbeing, and settlement needs while studying in Victoria.

2. Scope

All students who study at Skills Click PTY LTD will be provided the appropriate support from Skills Click PTY LTD Student Support Officers in relation to study, academic issues, accommodation, support and general welfare arrangements.

3. Responsibility

The Chief Executive Officer will have overall responsibility for this policy and the ensuing procedures. The day-to-day management of the policy is the responsibility of the Academic Manager, to whom the Student Support Officers report.

4. Skills Click PTY LTD is Committed To

Supporting students and their families to adjust to living in Victoria, commencing their study and achieving academic progress as outlined in their class timetable.

Orientation Program

Engaging students through an orientation day within the first week of their study period. This orientation day will cover key points in our Student Support Program and the role of the SSO, including:

- Who are their Student Support Officers and when are they available?
- Health & Emergency Services (police, hospitals, fire, ambulance)
- Complaints and appeals
- Academic support (tutoring, LLN, mentoring, progress checks)
- Student welfare and wellbeing services
- At-risk student support and intervention process
- Disability and learning adjustments
- Health, OSHC, and emergency procedures

- Referral to counselling and external support services
- Reinforcing college expectations on behaviour and academic progress

Skills Click PTY LTD provides free services designed to assist students in achieving academic progress.

Skills Click PTY LTD has comprehensive Critical Incident policies and procedures to support students in times of need. These procedures contain immediate, during, after and post-CI event actions and are well documented with feedback and review components.

Skills Click PTY LTD has dedicated staff as points of contact on all issues pertaining to a student's academics, living in the community and social concerns.

Skills Click PTY LTD is committed to ensuring that their Student Support Officers are well informed and up to date with the ESOS framework and that Student Support Officers have a thorough understanding of that framework.

5. Procedure

5.1 Student Orientation

The Admission Manager/Deputy Principal will conduct student orientation. Orientation is scheduled fortnightly or rescheduled based on customisable schedules.

5.2 Student Support Officer (SSO) Process

- SSO (Student Support Officer/s) are to be the first point of contact for students' enquiries.
- SSO to engage student in a non-prejudiced manner.
- SSO to collect information on the enquiry and fill in appropriate documentation.
- SSO to resolve all issues as soon as practicable (no longer than five (5) working days).
- SSO to refer to the Academic Manager any issues deemed urgent and above their authority to resolve.
- Manager to act in a timely manner (no longer than five (5) working days) to resolve or assist the student with their issue.
- SSO must update the student management system for each enquiry and all documentation is to be filed in the student's file.

5.3 Critical Incident Escalation

The Manager or SSO can escalate to Critical Incident procedures if they determine circumstances to be serious. This may include, but is not limited to:

- Serious injury, illness or death of a family member
- A student has gone missing
- Severe verbal or psychological aggression
- Physical assault
- Witnessing a crime or serious accident
- Natural disaster in the country of origin or local community
- Drug and/or alcohol abuse
- Domestic violence
- Sexual assault

The SSO must initiate the Critical Incident procedures if they have deemed it a Critical Incident.

5.4 Additional Wellbeing Support

In addition to assistance from our Student Support Services, Skills Click PTY LTD is here to help and refer students to professionals who deal with time and anger management, family issues, exam anxiety, body image, addiction, relationships, depression, and other student-related issues.

If a student wishes to discuss their issue/s, they should see our SSOs first at campus. No issue is too big or too small!

Alternatively, students may discuss their issues via email at info@skillsclick.edu.au. Where Skills Click PTY LTD is unable to assist directly, referrals to professional consultants such as GPs and Counsellors may be provided; however, additional fees may apply and are payable directly to the consultant.

6. Health and Emergency Support

- Students are required to maintain valid OSHC at all times.
- Local medical and emergency contacts are provided during orientation.
- Emergency services: **000**
- Guidance on accessing hospitals, GP services, and crisis support is provided.

7. External Support Services

Students may be referred to the following external services:

- Lifeline — 13 11 14
- Beyond Blue — 1300 22 4636
- 1800 RESPECT — 1800 737 732
- Study Melbourne — studymelbourne.vic.gov.au
- Overseas Students Ombudsman — 1300 362 072 | www.ombudsman.gov.au
- Legal Aid Victoria — 1300 792 387

8. Review of Policy

This policy will be reviewed annually or when required due to legislative or regulatory changes.