

Student Support & Wellbeing Policy

Version:	1.0	Approval Authority	Operations Manager
Approval Date:	June 2026	Effective Date:	June 2026

1. Purpose

This policy ensures that all students are given support while studying with Innovative College (INN). This support includes both academic support and personal support and the procedures ensure that students are made aware of the support available. INN has established this policy to support the following regulatory requirement. Standards for Registered Training Organisations (RTO) 2015: Standard 1.7 The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

2. Scope

This policy is applicable to all current students at Innovative College and the staff who are involved in student services and support.

3. Procedure

3.1 Nominated Student Support Team

Whilst all staff employed by INN have the responsibility to provide support to all students, INN has nominated a 'Student Support Team' who are available to all students, via face to face, phone or email, during the standard business hours.

The office hours of INN are:

Monday – Friday 8.30am – 5.30pm (AEST)

Contact details of the Student Support Team are provided at the time of enrolment in the student handbook or on the website.

As part of their responsibility, they are to ensure up-to-date information is available for support services and that the contacts listed are current. This information is given to students through their orientation session below.

3.2 Student Orientation

At the beginning of a course of study the students are to be given an orientation. This program enables our students to familiarise themselves with the college's expectations, rules, facilities as well as social and cultural norms. As a minimum, the orientation program covers the following:

- Support services available to assist students to help them adjust their study and life in Australia

Innovative College Pty Ltd

ABN 86 649 204 697 | CRICOS Code: 04004H | RTO Provider ID: 45831
Head Office: 87 Fennell Street, North Parramatta NSW 2151 Australia
Ph: +61 422 657 983 Email: admission@invcollege.edu.au Website: www.invcollege.edu.au

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- English language and study assistance program
- General campus rules
- Certification
- Any relevant legal services
- Emergency and health services
- Facilities and resources
- Complaints and Appeals Policy and Procedure
- Requirements for course attendance and progress as required
- Support services available to students to assist them with general or personal circumstances that are adversely affecting their education in Australia.
- Services students can access for information on their employment rights and conditions, and how to resolve workplace issues such as through Fair Work Ombudsman

Student Support Services

INN will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by INN at no cost to the student, but fees and charges may apply where an external service is used by the student, and this is to be clarified with the student prior to using such services outside of INN.

Academic Issues

Students may have concerns regarding their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in maintaining appropriate attendance and academic progress.

All students' progress and attendance is monitored and guidance and support provided where non satisfactory results are identified. A student is able to access the Academic Team to discuss any academic, attendance, or other related issues to studying at INN at any time.

Personal / Social Issues

There are many issues that affect a student's social or personal life and students have access to the Student Support Officer during normal office hours to gain advice and guidance on personal issues that are affecting their course progress. After the initial counselling with the student, if a member of the Student Support Team feels further or professional support is required, a referral to an appropriate external support service will be organised to help them deal with the issue.

Following are just some of the organisations which can be referred to for external counselling and support.

Relationship Australia

1300 364 277

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Lifeline	13 11 14 (24-hour counselling service)
Mensline Australia	1300 78 99 78
Kids Help Line	1800 55 1800 (24-hour counselling service)
Direct Line (Drug and alcohol service)	1800 888 236
Crisis Accommodation	1 800 627 727
Women's Domestic Violence Crisis	1 800 015 188
The Gambling Help Line	1800 858 858
Lifeline	13 11 14
Beyond Blue	1300 224 636

Mental Wellbeing

Relocating to a new country and adjusting to a different culture can be challenging. If you feel overwhelmed, homesick, or anxious, it's important to seek support early. You can talk to:

- Friends or classmates
- Your trainers or academic staff
- The Student Support Team
- A local doctor or mental health professional

Socialising and forming connections on campus and in your community can greatly enhance your wellbeing. Participating in student events, sports clubs, or community groups is a great way to build friendships and feel more at home.

Mental Health Support

NSW Mental Health Line (24/7): 1800 011 511

Website: www.health.nsw.gov.au/mentalhealth

Find services: www.health.nsw.gov.au/services

Interpreter Services

If English is not your first language, you can request help during a medical consultation through the Translating and Interpreting Service (TIS National):

Phone: 13 14 50

Website: www.tisnational.gov.au

Physical Health and Lifestyle

Maintaining your physical health is key to staying energised and focused. Here are a few tips:

- Exercise for at least 30 minutes each day

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- Aim for 8 hours of sleep per night
- Eat a balanced diet including fresh fruits and vegetables
- Stay hydrated and limit processed foods or alcohol

Sexual Health

Your sexual health is an important aspect of your overall wellbeing. If you have questions or concerns, you can speak with a doctor confidentially or visit a sexual health clinic.

NSW Sexual Health Infolink – 1800 451 624

Website: www.shil.nsw.gov.au

Clinic directory: www.health.nsw.gov.au/sexualhealth

Medical or Health Issues

Students can contact INN regarding any medical issues they might be facing, which might disrupt the training. INN will advise the student about possible suspension of studies or provide support where possible.

If a disability is identified at the time of enrolment or during the course of studies, a Support Plan is made for the student to ensure that it does not impact their course progress.

While INN is not able to provide special equipment or note takers, provision can be made for support services provided for the student in consultation with the Academic Team. Staff and Trainers seek to identify student's requiring additional personal support during the training journey. The level of intervention will depend upon the nature and level of support required.

This can include:

- Additional time to complete assessment tasks
- Provision of additional resources
- Alternative text, workbooks and / or assessments developed in consultation with a trainer & assessor in accordance with the assessment procedure.
- Individual consultation with a designated support trainer
- Further information on external support agencies

For any critical incident, INN has a documented critical Incident policy and procedure for managing critical incidents that could affect the overseas student's ability to undertake or complete a course.

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Social Programs

Apart from the Student Orientation Program, INN will occasionally organise social events that allow all students enrolled with INN to mingle and socialise. These events may range from cultural and sightseeing events etc. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Team or Trainer.

Policies and Procedures

All students will be given a brief about relevant policies and procedures, not limited to INN's course progress policy and procedure, Attendance policy and procedure, Refund policy and procedure and Complaints and Appeal policy and procedure. Students will be able to access these policies on INN website and Student Handbook or can contact Student Support Team.

Accommodation

While INN does not offer accommodation services or take any responsibility for accommodation arrangements the Institute is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Team can refer students to appropriate accommodation services.

Identifying Academic and Support Services

INN delivers training and assessment to predominantly international students and addressing individual student needs can be captured at any of the following stages throughout the student's study life cycle.

- Pre-enrolment/Enrolment – the first opportunity to identify educational and support needs of a prospective student is during the pre-enrolment/enrolment stage. The Application for Enrolment includes questions that are designed to capture any educational and support needs.
- Orientation – the next opportunity that exists to identify educational and support needs is during orientation. The official points of contact and support services are addressed in the orientation and students may discuss these needs directly with the designated points of contact during the any other questions section of the orientation
- Delivery and Assessment – Trainers may further identify those students that are experiencing difficulties with their training and assessment and will action any educational or support service in consultation with both the student and the Student Support Team.

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Version control			
Review Date	Approval Authority	Reviewed Sections/Items	Version
19 June 2026	Operations Manager	Policy Created and Approved	1.0