Policy area	Student Support
Standards	Outcome Standards for RTOs 2025, Standard 2.3 and 2.6.
Responsibility	CEO, Student Support Officer, Training Manager, Trainers
Classification	**Public**

1. Purpose

The purpose of this policy and procedure is to:

- ensure we understand each students' individual needs and how we can best provide services to enable students to successfully participate in the selected course.
- provide students with reasonable access to identified training support services, including trainers, assessors and other staff.
- create a positive and inclusive learning environment that promotes mental and physical health and emotional wellbeing, fosters respectful relationships, and ensures that all individuals have access to support services and resources for students facing challenges, regardless of background, culture, or health conditions.

2. Policy statement

3.1 Designated student support staff

A designated Student Support Officer is to be the official point of contact for our students. The Student Support Officer must have access to up-to-date details of SpraySMART's support services. The Student Support Officer may be a secondary appointment where the capacity of that position allows for support services to be provided when required. The Student Support Officer will play an important role in overseeing the assessment of student language, literacy, numeracy and digital proficiency and establishing student support plans (ref to *PP2.3 – language, literacy, numeracy and digital proficiency assessment*). The Student Support Officer is recommended to hold the competency TAELLN421 Integrate core skills support into training and assessment, or a unit that is directly related to this unit and may be superseded. The duties of the Student Support Officer are specified within the Student Support Officer duty statement (ref to *PP3.1- Workforce Planning, Recruitment and Induction*).

The Student Support Officer is: Bernadette Crouch, Email: bernadette@spraysmart.com.au

Additional Student Support Officer positions can be appointed as demand for support service coordination grows. The capacity of current arrangements and the need for additional capacity will be monitored through the regular management meeting.

Students are informed in the Student Handbook that they may only contact the Student Support Officer Mon – Fri during normal working hours on 1800 872 462.

3.2 Types of support

The following support services are available.

Support Services
a. Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided
b. Requires assistance with understanding their employment rights and conditions, and how to resolve workplace issues
c. Responding to a student with minor LLND support requirements
d. Responding to a student with significant LLND support requirements
e. Training and learning support
f. Work hours are restrictive which would prevent the student attending training during Monday to Friday.
g. English as second language support
h. Financial difficulties that prevent the full payment of fees in advance.
i. Student requiring welfare support
j. Student suffers from a nervous/anxiety disorder.
k. Inadequate clothing to participate in training
l. Student required counselling support and advice about their personal situation
m. Students with a disability or medical condition
n. Students who are First Nations people

3.3 Wellbeing Support

SpraySMART is dedicated to ensuring that all students experience an environment that is safe, supportive, and conducive to their overall wellbeing. This policy establishes guidelines to proactively support student wellbeing and provide resources to manage challenges that may impact students' mental, physical, and emotional health. It is underpinned by compassion and a commitment to act in a timely, professional and an inclusive manner when a student's needs are identified.

Principles of Student Wellbeing

1. **Safe and Inclusive Environment**: We will provide a learning environment that is free from discrimination, bullying, harassment, and prejudice.

2. **Holistic Support**: We recognise that student wellbeing encompasses mental, physical, social, and emotional aspects and integrates support in all these areas.

3. **Empowerment and Resilience**: We aims to equip students with the skills and resources needed to build resilience, self-esteem, and coping mechanisms.

4. **Access to Support Services**: We will ensure that students have access to appropriate internal and external support services when needed.

5. **Respect for Privacy and Confidentiality**: We will ensure that all information related to student wellbeing concerns will be managed with respect for the individual's privacy and confidentiality.

We do this by creating a positive and supportive classroom environment, ensuring staff are aware of the supports available in this policy and procedure, identifying early signs of wellbeing issues, and providing students with information or referring them to appropriate support services as needed.