

# ATQ Student Support Services (Training Support, Well Being, Diversity and Inclusion) Policy

- **Student support service policy**

**Version 2.0**

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**Coverage**

**Outcome Standards for NVR Registered Training Organisations 2025**

**Quality Area 2 – Student Support**

**Division 2- Training Support: Standard 2.3, 2.4**

**Division 3- Diversity and Inclusion: Standard 2.5**

**Division 4 -Well Being: Standard 2.6**

## Student Support Services Policy

### Policy

ATQ College is committed to the provision of support for all of its students. Where this Student Support Services Policy covers student:

#### Training Support:

Focuses on access, individualized support, disability disclosure, and reasonable adjustments.

Where Reasonable adjustments must be made for students with disability (Note: Standard .4 Practice Guide states: VET students are supported to disclose their disability if the VET student wishes to do so;) in line with Disability Standards for Education with an operational emphasis on timely access to personnel and delivering adjustments fairly, with transparency. Where in all students have access to support services, trainers/assessors and timely assistance throughout training.

#### Wellbeing:

- identifying and meeting students', student cohort wellbeing needs, aligned with training content,
- integrating wellbeing in the training product,
- purposefully inform students about wellbeing avenues and raising awareness of help options and any organisation students can contact, or additional action students can take to support their wellbeing.

#### Diversity & Inclusion:

- creating inclusive, culturally safe learning environments, respectful enrolment and marketing, and supporting First Nations peoples.
- implementing proactive cultural safety, inclusive enrolment strategies
- implementing staff development in cultural competence.

Where all 3 have shared elements:

- All standards expect identification of student needs and proactive response.
- Transparent policies and evidence-based documentation are common across training support, wellbeing, and inclusion.
- All call for inclusive, fair, and student-centered approaches—be it through support, wellbeing, or cultural safety.

### Procedure

1. Tailor student support to individual student needs

To ensure we meet the specific needs of our students, ATQ College will:

- Determine the support needs of individual students prior to registration, during the enrolment process and during training
- Ensure trainers are fully informed of student support needs prior to commencement of training
- Provide all students regardless of training mode or location with access to the training support services necessary for them to meet the requirements of the

- training product as specified in the training packages
- Provide all students regardless of training mode or location with access to the well-being and diversity and inclusion support services necessary for them to learn in a safe and supportive learning environment

2. Design, document and implement strategies to provide this support so that all students to successfully complete their training and assessment program by:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities, emotional or well-being needs etc) students would need to complete each course
- Developing strategies to make support available
- Implementing individualised strategies to suit the client (as applicable)

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials/training, eLearning, resource materials etc
- emotional or well-being support: internal and external
- Reasonable adjustments
- maximise opportunities for access, participation for all students
- implementing culturally safe and inclusive practices throughout the delivery of all its courses.
- Providing ongoing access to all resources (physical or virtual) necessary to complete training
- Providing ongoing access to Trainers and assessors throughout the training program
- Providing ongoing access to Records held by ATQ College

## 2. Provide both Internal and External Support

ATQ College will make every reasonable effort to ensure that it can accommodate a student's needs. However, sometimes those needs are beyond the assistance that can reasonably be provided by ATQ College. In these circumstances, Individuals who require substantial additional help with their literacy and numeracy or other needs will be assisted to access specific assistance. Any costs incurred will be the responsibility of the student.

## 3. Include a Student Support Officer as an organisational position

The Student Support Officer is charged with the responsibility for the care and maintenance of student welfare and the effective implementation of the organisation's obligations under the ESOS framework. The Student Support Officer is also obligated to assist students in support of their domestic circumstances, within reason, and to help the student maintain course performance. These support services are provided without cost to the students.

The Student Support Officer has the authority and responsibility to assist in addressing student welfare requirements, which may include the following:

- Absenteeism/attendance
- Accommodation

- Financial concerns
- Facilities and resources
- Telephones & communication
- Visa & immigration issues
- Complaints and appeals
- Family matters/relationship concerns
- Legal assistance
- Sexual harassment
- Employment rights

The Student Support Officer can also refer the student to a trainer or the Academic Manager regarding the following academic student supports matters:

- Assessment failures
- English proficiency
- Flexible delivery
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems
- Transitioning course/provider

In each matter, the student shall be encouraged to meet with the Student Support Officer and to provide an outline as to the nature of their problems. ATQ College, through the Student Support Officer will seek to provide a supportive, empathetic and proactive environment in which the student's problems are identified by appropriate persons, who can assist the student to obtain a satisfactory outcome.

A register of support services is maintained by the Student Support Officer. A listing of resources is also in the Student Handbook.

All welfare and support service requests, actions and the outcomes will be noted and retained on the student file.

#### 4. Orientation Session

All Students are required to attend an Orientation session prior to the commencement of their studies at ATQ College which will be attended by the Student Support Officer. This session gives an overview of ATQ College's policies and procedures including the Student Handbook, administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff and a tour of facilities.

#### 5. Early Intervention

Where a student is in danger of being in breach of their visa or registration conditions, due to e.g. failure to maintain academic progress, lack of attendance, failure to make payments, cheating, behaviour etc the Student Support Officer will contact the student to determine the cause and seek to assist and also advise the student of the risk to their student visa (international students studying on a student visa) or their continued registration (all students). (See the student intervention plan policy and procedure)



## Student Well Being, Diversity and Inclusion

Given variations in requirements as identified through the specific well-being needs of the individual students some examples of Services and Products for Student Wellbeing that can be provided include:

### A. Services and referrals (Often External, Referral-Based)

<p><b>1. Counselling and Emotional Support</b></p> <ul style="list-style-type: none"> <li>Referrals to providers like Lifeline, Headspace, or community counselling.</li> </ul>	<ul style="list-style-type: none"> <li><b>•Headspace Parramatta</b> – free mental health and wellbeing support for young people (12–25). <a href="http://headspace.org.au">headspace.org.au</a></li> <li><b>•Lifeline Western Sydney (13 11 14)</b> – crisis counselling and referral services, 24/7.</li> <li><b>•Parramatta Mission Counselling</b> – community counselling and emotional support for residents and students</li> </ul>
<p><b>2. Mental Health First Aid / Staff Training</b></p> <ul style="list-style-type: none"> <li>Training staff in recognising distress and providing initial support.</li> </ul>	<ul style="list-style-type: none"> <li><b>•Mental Health First Aid Australia</b> – accredited training courses for staff, widely run in Sydney/Parramatta. <a href="http://mhfa.com.au">mhfa.com.au</a></li> <li><b>•Western Sydney University – Professional Development Unit</b> offers MHFA training, open to the public and organisations</li> </ul>
<p><b>3. Peer-Support or Buddy Programs</b></p> <ul style="list-style-type: none"> <li>Pairing students to provide mutual emotional or academic support.</li> </ul>	<ul style="list-style-type: none"> <li><b>•Western Sydney University Buddy Program (Parramatta campus)</b> – pairs new students with continuing students, including international learners.</li> <li><b>•City of Parramatta Youth Services</b> – peer support and mentoring initiatives for local young people</li> </ul>
<p><b>4. Wellbeing Committees or Support Groups</b></p> <ul style="list-style-type: none"> <li>Structures involving staff, learners, and sometimes</li> </ul>	<ul style="list-style-type: none"> <li><b>•Western Sydney Local Health District – Mental Health Services</b> run community-based support groups in Parramatta.</li> </ul>

external experts to oversee wellbeing initiatives.	<b>•Parramatta Mission “The Haven”</b> – peer-led mental health and recovery support groups
<b>5. Workshops &amp; Professional Development</b> <ul style="list-style-type: none"> <li>○ Training for RTO staff in mental fitness, trauma-informed care, or wellbeing-support strategies (e.g. workshops by Applied Education &amp; Training).</li> </ul>	<b>•TAFE NSW (Parramatta campus)</b> – offers staff PD workshops on student wellbeing and trauma-informed care.  <b>•Applied Education &amp; Training (Sydney-based)</b> – runs wellbeing and resilience training for education providers
<b>6. Wellbeing Resource Hub</b> <ul style="list-style-type: none"> <li>○ A centralised place (online or print) for accessing timely wellbeing-related information and referral details.</li> </ul>	<b>•NSW Health “Head to Health” Western Sydney hub</b> – centralised wellbeing and referral resource centre (Parramatta office). headtohealth.gov.au  <b>•City of Parramatta Council – Community Services Directory</b> (localised wellbeing and referral info)
<b>7. Financial Wellbeing Support</b> <ul style="list-style-type: none"> <li>○ Advising students on financial assistance, scholarships, emergency funds, etc., especially for those at risk of discontinuing.</li> </ul>	<b>•Wesley Mission Financial Counselling (Parramatta)</b> – free advice on budgeting, debt, and financial crisis support.  <b>•Western Sydney University Student Welfare Service</b> – financial support, scholarships, and emergency assistance (accessible to international students)
<b>8. Cultural or Demographic-Specific Supports</b> <ul style="list-style-type: none"> <li>○ Linking students with culturally safe services (e.g., for Indigenous learners or migrants).</li> </ul>	<b>Indigenous</b>  <b>•MarrinWeejali Aboriginal Corporation (nearby Western Sydney)</b> – culturally safe support for Aboriginal and Torres Strait Islander students.  <b>Migrants</b>  <b>•SSI (Settlement Services International,</b>

	<b>Parramatta office)</b> – specialist support for migrants, refugees, and international students.
<b>9. Critical Incident Support</b>  Having escalation procedures or access to emergency wellbeing services for crises such as mental health breakdowns, violence or injury	<b>•NSW Health – Western Sydney Mental Health Triage (1800 011 511)</b> – 24/7 crisis mental health support and escalation.  <b>•Parramatta Mission Crisis Support &amp; Homelessness Services</b> – emergency wellbeing and crisis response.  <b>•Lifeline&amp; 000</b> – for immediate crisis incidents (violence, suicide risk, or injury)
<b>10. Lifestyle</b>	<b>Lifestyle Support (LGBTIQ+)</b> <b>ACON Western Sydney (LGBTIQ+ health and wellbeing), Twenty10 (Sydney, supports young LGBTIQ+ people), Sydney Queer Muslims (cultural/religious safe space)</b>

## Products (Tools, Materials, or Platforms that can also be provided

While the Standards emphasize services and referrals, ATQ College is aware that it can also offer other **products** to enhance wellbeing, Diversity and Inclusion including

### 1. Digital Wellbeing Toolkits

- Self-help guides, videos, modules (e.g., mindfulness, stress management) embedded in LMS.

### 2. Printed Resource Packs

- Brochures, flyers or guides about local support services and coping strategies.

### 3. Wellbeing Check-In Modules

- Regular digital or face-to-face check-ins for monitoring student emotional and mental wellbeing.

### 4. First Aid Kits & Mental-Health First Aid Materials

- Physical or digital aids to support student safety—especially in face-to-face environments.

## Training Support

Can include:

Area	Strategy Highlights
<b>Determining training support services</b>	<ul style="list-style-type: none"> <li>o resources, including readings, exercises and practice tests</li> <li>o language, literacy and numeracy (LLN) support</li> <li>o assistive technology</li> <li>o tutorials, including online tutorial support</li> <li>o individualised support from trainers and assessors</li> <li>o specialised IT / technical support.</li> </ul>
<b>Facilities</b>	Map requirements; ensure safety/accessibility; equitable access times; manage third-party sites
<b>Equipment &amp; Resources</b>	Align with industry; simulate workplace; inform of costs; manage virtual risk
<b>Reasonable access to trainers, assessors and other staff</b>	Ensure suitable ratios; qualified and current trainers; access to support roles; reasonable adjustments
<b>Work Placement Training</b>	Vet hosts; clarify roles/safety; monitor progress
<b>Continuous Improvement</b>	Solicit feedback; perform oversight; maintain documentation of maintenance/upgrades