

Student Support & Wellbeing

S2C Training (RTO ID 45605)

In plain terms: This page explains the support available to you while you study with S2C Training - both the help we provide directly, and how we connect you with specialist services for personal and wellbeing needs.

Support we provide

While you're enrolled, S2C Training provides:

- Academic and learning support from your trainer and assessor throughout your course.
- Help with language, literacy, numeracy and digital literacy (LLND) needs, identified through our pre-enrolment assessment and as your training progresses.
- Reasonable adjustments to training and assessment where you have an individual need (see our Access & Equity / Inclusion information).
- Help with the LMS and the technical side of your learning.
- A consultative course advisory approach - we take the time to understand your goals, and can provide information and advice on qualification and career alignment, including where another organisation may better suit a course or pathway we don't deliver.

Where we'll refer you for extra help

Sometimes the right support sits outside what an RTO can provide, and we'll help connect you to it:

Foundation skills (LLND): Where we identify significant learning barriers that we aren't able to support within your course, we may refer you to a specialist program such as the Australian Government's Skills for Education and Employment (SEE) Program, which provides free language, literacy, numeracy and digital skills training to eligible people. Eligibility criteria apply, and the program is delivered by a national network of providers.

Wellbeing and personal support: Personal and wellbeing matters - including mental health and psychosocial wellbeing - generally need support from qualified professionals, so these are referred to appropriate external services rather than provided by S2C Training.

Support for veterans and ex-services students

S2C Training specialises in supporting students from veteran, ex-services and ex-emergency-services backgrounds. We have established relationships with support organisations within the ADF community for veterans and transitioning members, and experience connecting our students more broadly to relevant services for wellbeing, mental and psychosocial support, and physical rehabilitation.

If you need support now

If you or someone you're with is in immediate danger, call 000.

The following free, confidential services are available if you need to talk to someone:

- **Lifeline** - 13 11 14 (24/7 crisis support and suicide prevention).
- **Beyond Blue** - 1300 22 4636 (24/7 mental health support).
- **Open Arms - Veterans & Families Counselling** - 1800 011 046 (24/7 free counselling for anyone who has served at least one day in the ADF, and their families).
- **13YARN** - 13 92 76 (24/7 crisis support for Aboriginal and Torres Strait Islander people).

How to access support

You can reach out for support through any of these:

- **Student Support** - email info@s2c.edu.au or phone (07) 3555 7703.
- **Directly through the LMS.**
- **By email to your trainer and assessor.**

If a concern relates to a decision or service and you'd like it formally reviewed, you can also use S2C Training's Complaints and Appeals process. Accessing support or that process doesn't affect your enrolment.

For more information, please contact student support by emailing info@s2c.edu.au.