

S2C TRAINING

RTO ID 45605

Student Support and Wellbeing

Student information · Updated 22 October 2026

Your success matters to us, and you are never on your own. This page explains the support we provide and where we can connect you for more help.

If you need support now: if you or someone with you is in immediate danger, call **000**.

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, 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)

These services are free and confidential.

Support we provide

- **Learning support:** your trainer and assessor is your first point of contact and supports you throughout your course.
- **Language, literacy, numeracy and digital skills (LLND):** discussed with you before you enrol, confirmed in your onboarding self-declaration, and supported as your training progresses. Where a need is flagged, a trainer and assessor has a short, informal check with you to work out the best support.
- **Reasonable adjustments:** changes to how you learn or are assessed if you have a disability or ongoing ill health (see **Access, Equity and Inclusion**).
- **Platform and technical help** with the learning platform and student portal.
- **Honest course advice:** we consider your goals and how a qualification fits your career, and will tell you if another provider may better suit a pathway we do not offer.

We keep an eye on how you are going. If you seem to be falling behind, your trainer will get in touch to see what is getting in the way and agree some early support. Agreed support is recorded so the trainers and assessors working with you know about it, and it is changed if it is not working.

Wellbeing

Study can coincide with challenging times. You can raise a wellbeing need at any point. We are not a counselling service, but we will listen and connect you with the right professional support, including services experienced with the veteran and ex-services community. If you are a veteran and ask about support services, we may refer you to veteran support organisations.

Where RPL asks you to recount service or emergency experiences, your assessor will tell you beforehand, offer breaks and, where possible, offer other ways to provide the evidence.

Where we may refer you

- **Foundation skills:** if you face significant learning barriers that we cannot 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 (eligibility criteria apply).
- **Personal and wellbeing support:** the crisis services above, and veteran and ex-services support networks.

How to get support

- Student Support: info@s2c.edu.au or (07) 3555 7703.
- Through the learning platform.
- By email to your trainer and assessor.

We reply within **2 business days**. What you tell us is handled confidentially under our Privacy Policy. If we believe someone may be at risk, we may need to act to keep them safe. Asking for support never affects your enrolment. If you want a decision or service formally reviewed, see **Complaints and Appeals**.

More information

This is a plain-English summary for students. If anything here differs from our Student Support and Reasonable Adjustment Policy, the policy applies. Email info@s2c.edu.au and we will send you the full policy.

Contact us: info@s2c.edu.au · (07) 3555 7703 · 2 Heaslop Street, Woolloongabba QLD 4102 · www.s2c.edu.au

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