

1. Purpose

This policy supports the ESOS National Code & SRTOs 2025, which requires Registered providers to support students to adjust to study and life in Australia, including through the provision of an appropriate orientation and ongoing learner support that is age, culturally and linguistically appropriate.

To maximise the chance of students successfully completing their training and to provide students with the excellent student experience, Orange College (OC) will proactively identify and regularly review the support needs of individual learners and, where possible, provide access to tailored educational and support services necessary for the individual to meet the requirements of the training product, as specified in training packages or VET-accredited courses.

This policy ensures that all students have equitable access to support services for both academic and non-academic matters throughout the entire duration of their learning journey.

2. Scope

All staff are made aware of the requirements and responsibilities under this policy through regular staff meetings, internal communications, professional development, and continuous improvement practices.

Students are informed about this policy and their rights to access support services via the Student Handbook, during the orientation process, and through ongoing communication during the course of their study. All students are also introduced to available student support services during orientation, including how to access assistance throughout their studies.

3. Policy

OC assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:

- Student support services available to students in the transition to life and study in a new environment
- LLND support
- Tutorials
- ICT services
- Legal services
- Emergency and health services
- Facilities and resources
- Access and equity policy
- Counselling services
- Complaints and appeals processes, and
- Any student visa condition relating to course progress and/or attendance as appropriate

4. Procedure

OC is committed to fostering a culturally safe, respectful, and inclusive learning environment for students of all cultural backgrounds. Particular recognition is given to the unique place of Aboriginal and Torres Strait Islander peoples in Australia, and the College actively promotes practices that support their participation and achievement.

The College recognises that the provision of student support is a shared responsibility among all staff members. However, designated Student Support Officers and Coordinators serve as the primary points of contact for student support matters. The Student Support Team is responsible for providing frontline support to students in accordance with this policy. They are required to:

- Provide timely, confidential support to students
- Participate in annual professional development on diversity, well-being, and student mental health
- Ensure all support provided aligns with OC's Student Support Policy, Access and Equity Policy, and relevant legislative requirements

The Student Support Team is available on campus during standard operating hours. Students may access support services either in person at the reception or by submitting a request through the online General Request System. Upon receipt of a student request, the Student Support Team will respond promptly and arrange a meeting where appropriate.

Students with disability or learning difficulties may request reasonable adjustments. The Student Support Team will work with academic and training staff to ensure appropriate support is implemented in line with the SRTOs 2025 and the Disability Standards for Education 2005.

To ensure personalised and effective support, Orange College maintains a Student Support Officer to student ratio of 1:125.

General Request System

The General Request System is an online platform that enables students to submit enquiries and requests relating to their studies. Data collected through this system is utilised to continuously monitor and improve student support services and identify emerging trends.

The College reviews student support requests and feedback submitted through the General Request System to identify trends and areas for improvement. This data is regularly analysed by the relevant OC staff and informs the continuous improvement of support services.

Student Services Support Responsibilities

The Student Services Team is responsible for providing support in the following areas:

- Responding to enquiries regarding course progress, attendance, deferment, suspension, cancellation, certificate issuance, and fee extensions.
- Assisting students with access to learning platforms, including Moodle, the Learners App, and the Bring Your Own Device (BYOD) Policy.
- Assisting students in understanding and accessing the College's formal complaints and appeals processes, and providing support throughout the process.
- Providing advice and referrals concerning accommodation, welfare, and wellbeing issues.
- Referring students to external professionals, including social workers, legal aid services, and counselling, when the matter exceeds the capacity of the team.
- Facilitating access to external counselling services in a timely and appropriate manner.

Some student support services may incur fees. Detailed information regarding applicable fees is available through OC's [Fees and Charges](#) document.

All staff involved in the provision of student support at OC are equipped through professional development to support inclusive learning environments. Ongoing CPD includes training in cultural awareness, mental health first response, and supporting students with disability, in line with the SRTOs 2025 and the Disability Standards for Education 2025.

Monitoring and Continuous Improvement of Student Support

The Student Support Team conducts follow-up with students who access support services to monitor their progress and ensure that assistance provided remains effective and appropriate. Where necessary, support plans are adjusted in consultation with the student. All support outcomes are documented. Data collected through student interactions is regularly reviewed to identify trends, emerging needs, and areas for improvement, contributing to the College's continuous improvement processes.

Some student support services may incur fees. Detailed information regarding applicable fees is available through OC's [Fees and Charges](#) document..

5. Student Support Services

OC is committed to providing comprehensive, inclusive, and accessible support services to all enrolled students to facilitate their successful participation and completion of their studies. Support services promote equal opportunity, inclusivity, and access to learning for all students, recognising that some individuals may require additional or specialised assistance to fully engage with their studies.

OC proactively identifies individual student support needs prior to enrolment and continually throughout the student's learning journey. This includes thorough assessment and tailored assistance in key areas such as Language, Literacy, Numeracy, and Digital (LLND) skills, which are fundamental for effective engagement with course content and learning technologies.

Support services provided by OC are designed to be flexible, responsive, and culturally appropriate. They may include but are not limited to:

- **Language, Literacy, Numeracy, and Digital (LLND) Support:** Early identification of LLND skill gaps with access to tailored learning resources, personalised tutoring, and assistive technology to improve competency and confidence.
- **Assistive Technology:** Provision and training in tools and software that enable students with disabilities or learning difficulties to fully engage with their studies.
- **Vocational and Work Placement Support:** Guidance and assistance in securing and succeeding in practical placements integral to vocational training.
- **Additional Tutorials and Academic Support:** Targeted support sessions to address specific learning challenges or reinforce key concepts.
- **Technology Assistance:** Help with accessing and effectively using online learning platforms such as Moodle, virtual classrooms (e.g., Zoom), OC email, and the Learners App, ensuring all students can engage with blended or online delivery modes.
- **Personal Counselling and Wellbeing Services:** Access to confidential counselling services either provided directly or via referral to qualified external professionals, to support students' mental health and wellbeing.

Student wellbeing is central to OC's approach, ensuring support not only addresses academic challenges but also fosters positive mental health, personal development, and engagement.

Where a student's needs exceed the support capacity of OC, the College commits to timely referral to appropriate third-party service providers, clearly communicating any potential costs involved before the student engages these services.

If, based on information provided during enrolment or through ongoing assessments, OC determines that it cannot provide a safe or suitable learning environment that meets a student's specific needs, the student will be promptly informed and referred to an alternative education provider better equipped to offer appropriate support. Enrolment will not proceed in such circumstances to safeguard student welfare and learning outcomes.

The General Manager oversees regular reviews of student support services at Governance Panel of Management meetings, ensuring services remain relevant, effective, and aligned with evolving student needs.

For detailed information on support services and external referral contacts, students can consult the Student Support Services Referral List available on the College website: <https://www.orange.edu.au/information/support-services/>

OC's Student Services Team is dedicated to fostering an inclusive, supportive, and empowering learning environment, enabling all students to achieve their educational and personal goals throughout their journey with OC.