

Student Support Policy

PURPOSE OF THE POLICY

This policy and associated procedures outline Alpha College of Australia's approach to student support. This ensures that support is provided to students to assist them to complete their studies.

This policy and associated procedures meet the requirements of Standards 2.1, 2.3, 2.4, 2.5 and 2.6 of the Outcome Standards for RTOs, as well as Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

STUDENT SUPPORT

Alpha College of Australia is committed to assisting students to complete their studies through the provision of academic and welfare support.

Student support needs may concern (but are not limited to):

- language, literacy and numeracy (LLN) issues
- disability
- digital literacy
- access
- their wellbeing
- cultural issues

Support services provided by Alpha College of Australia can include:

- one-to-one support from the trainer/assessor
- support with personal issues, including wellbeing
- access to additional learning resources
- reasonable adjustment in training and assessment
- social events
- buddy program

- information about external sources of support.

Information about student support, including how and when students can access trainers and assessors and other support staff, is provided in a range of ways including through student handbooks, course entry interview process, orientation and ongoing updates.

Student support needs are considered during the course development process by assessing the needs of the proposed target group and ensuring that the proposed training and assessment approach takes these needs into account.

As part of the enrolment process, Alpha College of Australia requires students to participate in a course entry interview. The course entry interview identifies student suitability for the course, as well as their support needs. Where a student is already studying and requires support, an interview is set up to discuss support needs.

Where support needs are identified, a Student Support Plan is developed. The Student Support Plan is regularly reviewed and adjusted as required.

Alpha College of Australia makes reasonable adjustments for students with a disability as per Part 3 of the Disability Standards for Education 2005.

Alpha College of Australia ensures that sufficient support staff are in place to meet the needs of the enrolled students. Alpha College of Australia nominates specific personnel for student support, the details of whom are provided to students.

Where Alpha College of Australia is unable to provide the support service required by the student, Alpha College of Australia will refer the student to an external provider.

Alpha College of Australia surveys students about support services provided and uses the feedback to improve services provided.

Student Support Policy v2.0 updated on 01/07/2025

