



Student Support and Wellbeing Process

1. Purpose

This policy outlines RBIT's approach to identifying, supporting, and monitoring the academic, language, and wellbeing needs of students to enable successful participation, progression, and completion of their studies.

This policy ensures compliance with the **2025 Standards for RTOs 2015** and, where applicable, the **Education Services for Overseas Students Act 2000 (ESOS Act)** and the **National Code of Practice for Providers of Education and Training to Overseas Students 2018**.

2. Policy

2.1 Commitment

RBIT is committed to:

- Providing a safe, inclusive, and supportive learning environment
- Identifying individual learner needs at enrolment and throughout the student lifecycle
- Delivering appropriate academic, language, and welfare support
- Referring students to suitable internal or external services where required

2.2 Scope of Support

Where a student's wellbeing concern involves risk to safety or potential harm, the matter will be managed in accordance with the **Child Welfare and Protection Policy and Procedure** and, where applicable, the **Critical Incident Management Procedure**.

RBIT provides support across four key areas:

a) Language, Literacy and Numeracy (LLN) Support

- Pre-enrolment LLN assessment to identify learner capability
- Provision of LLN support strategies (e.g. learning resources, trainer support, adjusted delivery)
- Ongoing monitoring of LLN progression

b) Academic Support

- Trainer-led guidance and consultation
- Access to learning resources and study support
- Reasonable adjustment where required



c) Welfare and Wellbeing Support

- Pastoral care and general wellbeing support
- Monitoring of student engagement and participation
- Early identification of at-risk students

d) Referrals to External Services

- Where needs exceed RBIT's scope, students will be referred to appropriate external services (e.g. counselling, medical, legal, crisis support)
- For international students, referrals are provided in accordance with CRICOS obligations

2.3 International Students (CRICOS)

RBIT ensures that international students receive appropriate support consistent with:

- ESOS legislative requirements
- National Code 2018 (including Standard 6 – Student Support Services)

This includes:

- Access to orientation and ongoing support services
- Information on health, safety, and emergency contacts
- Monitoring of student wellbeing and course progress

2.4 Continuous Improvement

RBIT ensures:

- Monitoring the effectiveness of support services
- Collection of student feedback
- Review support strategies as part of continuous improvement and compliance processes

3. Procedures

3.1 Identification of Student Needs

- Conduct pre-enrolment review including LLN assessment and learner needs questionnaire
- Identify any additional support requirements (academic, welfare, accessibility)
- Record identified needs in student management systems



3.2 Provision of Support

- Trainers implement support strategies within delivery and assessment
- Academic and administrative staff provide ongoing assistance
- Additional support sessions may be arranged where required

3.3 Monitoring and Intervention

- Monitor attendance, participation, and academic progress
- Identify students at risk of disengagement or non-completion
- Implement early intervention strategies (e.g. counselling, additional academic support)

Where a concern escalates beyond general wellbeing support, staff must escalate the matter in accordance with RBIT's **Child Welfare and Protection** or **Critical Incident procedures** as appropriate.

3.4 Referral Process

- Where internal support is insufficient, staff will:
 - Discuss referral options with the student
 - Provide contact details of appropriate external services
 - Record referral actions

3.5 Staff Responsibilities

- Trainers: identify and support learner needs within training delivery
- Student support/admin staff: coordinate support services and referrals
- Compliance/Governance: monitor effectiveness and audit readiness

3.6 Related Documents

- LLN Assessment Tools and Procedure
- Training and Assessment Strategy (TAS)
- International Student Handbook
- [Complaints and Appeals Policy](#)
- [International Under 18 Welfare \(CAAW\) Procedure](#)
- [Child Welfare & Protection Policy](#)
- [Critical Incident Management Procedure](#)

4. Record Keeping

- Maintain records of:
 - LLN assessments
 - Support provided
 - Intervention actions
 - Referrals made

Records are stored **for at least two years** after the student's enrolment has ceased or completed.