

Student Support Policy and Associated Procedures

1. Purpose

This policy outlines IOIS's approach to identifying, planning, and delivering **academic and welfare support services** to students. Its aim is to ensure that students receive the support they need to successfully engage with their course, overcome barriers, and complete their studies.

This policy ensures compliance with the **Standards for RTOs 2025** (Clauses 2.1, 2.3–2.6 – Learner Protection) and reflects best practice in vocational education and training.

2. Scope

This policy applies to:

- All **students enrolled** with IOIS in offshore delivery.
- All **IOIS staff, trainers, assessors, and support personnel**.
- Any **third-party providers or education agents** who play a role in student support.

3. Policy Statements

3.1 Commitment to Student Support

IOIS is committed to providing **equitable and accessible support services** to help students complete their studies. Support covers:

- Language, literacy and numeracy (LLN).
- Digital literacy and access to technology.
- Disability support and reasonable adjustments.
- Academic assistance (study skills, assessment guidance).
- Wellbeing, cultural, and personal issues.
- Social integration and reducing isolation.

3.2 Types of Support Provided

Support services may include:

- **Academic support:** One-on-one tutoring, clarifying unit/assessment requirements, study planning, additional learning resources.
- **Wellbeing support:** Referrals to counselling, mental health professionals, or community organisations; guidance on stress management and study/life balance.



- **Learning resources:** Access to supplementary reading, videos, digital content, online forums, study skills guides.
- **Reasonable adjustments:** Modified assessments (extra time, oral responses, simplified instructions), assistive technology, flexible delivery.
- **Social support:** Orientation sessions, buddy programs, peer connections, social/cultural events.
- **External referrals:** Community groups, religious or cultural organisations, financial counselling, medical or disability services (where IOIS cannot provide support directly).

3.3 Support Information

Students are informed about available support:

- In the Course Entry Interview.
- At Orientation.
- Through the Student Handbook.
- In course guides and ongoing communications.

3.4 Student Support Planning

- Course Entry Interviews identify individual support needs prior to enrolment.
- A Student Support Plan is developed for students requiring additional assistance.
- Plans are reviewed regularly (weekly or as needed) and updated with progress notes.
- Students participate in monitoring and evaluation of the plan.

3.5 Disability & Reasonable Adjustment

IOIS makes **reasonable adjustments** in line with the **Disability Standards for Education 2005**. Adjustments ensure students are not disadvantaged, while maintaining the **integrity of assessment outcomes**.

3.6 Staffing & Resources

- IOIS ensures that **sufficient staff** are available to meet support needs.
- The Academic Manager is the designated **Student Support Officer** and is responsible for oversight.
- All staff are trained in recognising support needs and referring students appropriately.

3.7 Feedback & Continuous Improvement

- Students are surveyed about support services.
- Feedback is analysed to improve future services.

- External referral information is reviewed regularly to ensure accuracy.

4. Procedures

4.1 Assess Support Needs During Course Development

1. Identify likely support needs of the target student group when designing courses.
2. Review past feedback from similar cohorts.
3. Document planned support measures in the Training and Assessment Strategy (TAS) and Course Brochure.
4. Update the Student Handbook and Orientation program with accurate support information.
5. Ensure staff have access to up-to-date support information.

4.2 Assess Individual Student Support Needs

1. Conduct a Course Entry Interview for all new students, including LLN and digital literacy checks.
2. For existing students, conduct a support interview within 5 working days of needs being identified.
3. Record needs using the Student Support Plan Form.
4. Provide the student with a completed plan within 5 working days.
5. Refer to external services if IOIS cannot provide the required support.

4.3 Develop and Monitor Student Support Plan

1. Support Plans outline: student needs, actions to be taken, responsibilities, and review timelines.
2. Monitor regularly – **weekly check-ins** as a baseline; more frequently if acute needs exist.
3. Update progress notes in the Support Plan.
4. Finalise the Support Plan when support needs are resolved, with a progress report.
5. Provide the student with a copy and seek feedback on effectiveness.

4.4 Orientation Program

1. Conduct orientation **prior to or on the first day** of training.
2. Use the IOIS **Orientation presentation** and supporting resources.
3. Cover: course expectations, LMS access, assessment requirements, student rights/responsibilities, complaints & appeals, and available support.
4. Answer all student questions and record attendance.

4.5 Ongoing Monitoring

1. Trainers and assessors must notify the Academic Manager if they identify students at risk.
2. Student Support Plans are adjusted in consultation with the student.
3. Effectiveness of support services is evaluated at course completion.
4. Improvement actions are recorded in the **Continuous Improvement Register**.

5. Responsibilities

- **CEO:** Ensure resources and staffing are in place to deliver support services.
- **Academic Manager (Student Support Officer):**
 - Identify support needs during course development.
 - Conduct entry interviews.
 - Develop and monitor Student Support Plans.
 - Deliver orientations.
 - Evaluate support effectiveness.
- **Administration & Student Support Officer:**
 - Provide information to students.
 - Maintain records of support plans.
 - Manage external referral directory.
- **Trainers & Assessors:**
 - Identify and report student needs.
 - Provide reasonable academic adjustments.
 - Support implementation of Student Support Plans.

6. Related Documents

- Course Entry Interview Form
- Student Support Plan Form
- Student Handbook
- Orientation Program/PowerPoint
- Continuous Improvement Register
- Complaints & Appeals Policy

Document Version Control

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