



STUDENT SERVICES STUDENT WELFARE & SUPPORT

Reference:

Standard 2 Clause 2.3

Standard 2 Clause 2.4

Standard 2 Clause 2.5

Standard 2 Clause 2.6

National Code Standard 6 Student Support Services

VERSION HISTORY

Policy Owner:	CEO	Mahendra Oli
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v2.3	June 2025	New standards for RTO's 2025
v2.2	Oct 2018	Updated to National Code 2018
v2.1	May 2017	Updated to National Code 2017
v2.0	September 2016	Quality assurance check across documents with reference to ASQA fact sheets and ESOS Act changes & Explanatory guide
v1.0	July 2016	New standards for RTO's 2015

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STUDENT WELFARE, ACADEMIC & INDIVIDUAL SUPPORT

PURPOSE

Skyline International College will endeavour to support all students to achieve a satisfactory course outcome and enjoy their study experience. We will have extra support services for overseas students so that they have a successful transition to life and study in Australia. We will protect the personal safety of students within our responsibilities under VET Quality Framework and the ESOS Act and National Code.

Reference

Standard 2	Clause 2.3 Determining training support services, - Reasonable access to trainers, assessors and other staff
Standard 2	Clause 2.4 Option to disclose information about a disability and that collection of this data will be used to inform reasonable adjustments and handled in line with privacy obligations.
Standard 2	Clause 2.5 Diversity and inclusion
Standard 2	Clause 2.6 Wellbeing
NC Standard 6	Student Support Services

Implementation

The **CEO** is ultimately responsible for compliance with legislation and the welfare of students, the staff and the College.

The **Student services officer** is the management contact point for students.

The **Administration staff** are responsible for day to day communications and monitoring of student welfare. The staff is trained in policy and procedures and will know when to assist and when to refer on to their supervisor.

The **Academic Manager** will be the management contact point for academic matters relating to students.

The education staff and trainers are trained in policy and procedures and will know when to assist students in personal and academic matters and when to refer on to the Administration team and/or the Academic/Compliance Manager.

The **trainers** will provide tutorial support and be rostered on at set times to provide this academic tutoring as part of student welfare and education support

The **external counsellor** will be contacted by the Academic Manager as required to provide specialist support that is considered necessary for the student on a case by case basis.

PROCESS

Skyline International College support students to adjust to study and life in Australia.

We recognise that orientation programs and support services provided to all students help them enjoy their time at the College and living in Sydney and will improve the quality of their educational experience.

We have responsibilities to provide access to support services and support staff.

A quality student experience

The following is a summary of the key services we provide that support international students. These services are provided as we strive to offer a quality student experience at SIC and meet our obligations within the ESOS Framework.

Evidence of how these services operate can be seen by exploring the list below.

The SIC website links to information for international students

The Skyline International College website has a section called Studying and Living in Australia. There are many services available to international students from State and Commonwealth government and agencies. The website includes short explanations of information with hyperlinks and FAQ's. This is a regularly updated, current reference point for students. Staff will use this information to guide them in advising students and their families of relevant services with accurate and consistent advice.

The orientation program

The orientation program is offered at the start of every new intake in a course and as required.

The orientation program will include information on how to make the most of study at Skyline International College. See the orientation policy and materials.

Personal contact

The Student Services Officer will be the nominated primary contact person for all student matters.

The Academic Manager will be the nominated contact person for academic matters.

There are staff trained in handling student enquiries

We have a list of names and photos of staff on the notice board.

We have staff at the reception every day who are there to support the students with day to day enquiries and assistance.

The SIC RTOM student portal

The Skyline International College website has a student log in area where students can access answers to the many day to day information enquiries that come through student services area.

Students will be encouraged to use the student portal as the first point of information

They can access:

- Their personal details and update contact information
- Their timetables
- Attendance records
- Course progress and results
- Notices to students
- Download of forms

International Student Handbook and College notices

We provide information in the handbook and on the noticeboards for:

- Travel and transport information
- Student ID cards
- Accommodation noticeboard
- Legal services

- Emergency services
- Local doctors and medical and health services
- Student visa condition relating to course progress and/or attendance and Ombudsman

Communications and messaging between students and staff

Students can log into the RTOM system and find up to date contact information for staff across the College. This is reliable, live and current.

Students can send messages and will receive information and messages through RTOM. This system ensures that the messages will be logged and filed in system and responded to in required times.

Academic – attendance, course progress and the intervention strategy

The student portal provides up to date information.

Counselling on attendance, how students are coping with their studies and study skills will be the responsibility of the Trainers as the first point of contact with students.

The Academic Manager monitors attendance, course progress and student support through the RTOM data.

The Manager generates different reports (by exception) every month.

The Academic Manager manages the intervention plans.

Academic – Open access and tutorial support

There is a dedicated open access computer room for students to use to work in extra hours, in groups and with peers.

Rooms and times across the week are allocated to tutorial support

The noticeboard has information about tutorial support and how to book in

Trainers are available at these times

Students can book into tutorial sessions at no cost

Individual education support is provided at these sessions

Career advice

For advice on education pathways beyond our College courses, we can offer some advice and assistance. However, more general questions will be referred to Centrelink, Austudy, the University Admission Centre, TAFE and counselling professionals.

Counselling – internal and external

Staff will only provide academic and practical day to day “counselling” for students. Where the student has personal issues that are affecting progress in the course we can refer the student to professional services such as a counsellor if required. This may be at a cost to the student.

Cultural Safe Learning Environment and Inclusion

SIC is committed to providing a culturally safe and inclusive learning environment for all students, in alignment with the RTO Standards 2025.

At present, SIC delivers training primarily to international students. However, SIC remains committed to upholding principles of cultural respect and inclusion, and will ensure that appropriate support mechanisms are in place should a First Nations student enrol in the future.

In addition, SIC affirms its commitment to creating a learning environment that is inclusive and safe recognising sexual orientation, gender identity, and gender expression as important aspects of student diversity. All staff are expected to foster a learning environment free from

discrimination, harassment, and bias, and to use inclusive practices that support the wellbeing and participation of all students.**Social events**

We will arrange some social gatherings for the students and encourage staff to attend each term. We will encourage student to join student groups and sport teams but this is their own decision.

Safety and travel

We will not offer classes at very late hours that will create situations where young men and women have to travel alone on a bus or train. We will encourage students to travel in groups.

Accommodation support

We do not organise accommodation arrangement. We can counsel students having problems with their accommodation.

College delivery sites or relocation

If the College decides to add a new location or relocate, we will notify students as early as possible and at least 1 month prior to moving. Currently enrolled students who are seriously inconvenienced by such a move will be assisted with travel subsidies and helped to find alternate accommodation if necessary on a case by case basis.