



RTO 41228 | CRICOS Provider No. 03640K

Student Support Policy & Procedure

Version Control

Date	Version	Changes made	Approved By
Jan 2021	v1.0	Released for approval	Compliance Officer
Jul 2025	v2.0	Updated to align with SRTOs 2025 and National Code 2018; includes Suitability Review, Learner Profiles, and digital/LLN support	K Adhikari
Dec 2025	v2.1	Minor formatting	K Adhikari

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1. Purpose

This policy outlines the student support services available at Axis Institute and ensures alignment with the Standards for RTOs 2025 and the ESOS National Code 2018. It explains how learner needs are identified and addressed through educational and welfare support, helping students adjust, progress, and succeed. The policy also guides staff in delivering accessible, proportionate assistance throughout the student journey.

2. Scope

This policy applies to all students enrolled with Axis Institute, including domestic and international (overseas) students, across all modes of study (on-campus, online, and distance learning). It covers the support services provided directly by Axis Institute as well as referrals to external services when appropriate. All staff involved in student support, teaching, and administration should be aware of and follow this policy.

3. Responsibility

The *RTO Manager* is responsible for overseeing the implementation, monitoring, and periodic review of this policy to ensure ongoing compliance with regulatory requirements.

The *Student Administration and Human Resources teams* must ensure that key student support roles are adequately staffed and that personnel are appropriately trained to carry out their duties.

Trainers, assessors, and support staff are responsible for:

- Understanding the support procedures outlined in this policy,
- Identifying and responding to student needs,
- Referring students to the appropriate services, and
- Contributing to or preparing Individual Support Plans (ISPs) where applicable.

The *Admissions team* is responsible for notifying the Support team and relevant trainers/assessors of any identified learner support needs prior to or at the point of enrolment, to ensure timely planning and intervention.

4. Legislation mapping

Practice Area	Standard/Clause	Clause Summary	Addressed in Policy
Learner Profiles and Individual Needs	2.3 - SRTOs 2025	Determine and provide support services based on each learner's profile and needs.	"Early Identification of Needs", "Individual Support Plan (ISP)"
Pre-Training Review and Suitability	2.2, 1.6 - SRTOs 2025	Conduct PTR to assess LLN, digital skills, and prior learning; determine suitability and necessary support.	"Pre-Training Review", "Assess LLN and Digital Skills", "Review Prior Learning"

Support Throughout Training	2.3 - SRTOs 2025	Provide educational and support services to assist learners during training.	“Provision of Support Services”, “Learning Support for All Modes”
Reasonable Adjustments (Disability)	2.4 - SRTOs 2025	Provide reasonable adjustments to enable learners with disability to access and participate equally.	“Individual Support Plan”, “Provision of Support Services”, “Support for Learners with Disabilities”
Inclusive and Culturally Safe Environment	2.5 - SRTOs 2025	Ensure training environment is inclusive and culturally safe, especially for Aboriginal and Torres Strait Islander learners.	“Cultural Adjustment and Social Activities”, “Orientation”, “Support for International Students”, “Definitions”
Wellbeing Support Strategies	2.6 - SRTOs 2025	Implement wellbeing strategies responsive to learner cohort needs.	“Welfare and Safety Monitoring”, “Counselling and Mental Health Support”
Complaints and Feedback	2.7 - SRTOs 2025	Ensure fair and accessible complaints and feedback processes.	“Feedback and Complaints”, “Continuous Improvement”
Access to Support Across Study Modes	2.1 - SRTOs 2025	Make all support services accessible across all delivery modes (classroom, online, blended).	“Learning Support for All Modes”, “Initial Contact”, “Information Distribution”
CRICOS Compliance – International Student Support	Standard 6 - National Code 2018	Provide support for international students to adjust to study/life in Australia; ensure welfare and access to health, legal, language, and emergency services.	“Support for International Students”, “Orientation Program”, “Welfare and Safety Monitoring”, “Legal Services”, “Emergency and Health Services”, “Pre-Arrival and Airport Pickup”

5. Definition

Term	Definition
LLND	Language, Literacy, Numeracy, and Digital skills required for successful participation in training and assessment.
Learner Profile	A summary of a student’s background, goals, and support needs, created through the Pre-Training Review process.
Pre-Training Review (PTR)	A process used to assess a student’s suitability for their chosen course, including prior learning, English proficiency, and support needs.

Suitability Review	Pre-enrolment process that ensures the course aligns with the learner's skills, goals, and support needs.
Individual Support Plan (ISP)	A personalised plan outlining specific support strategies and responsibilities to assist a student with identified learning or wellbeing needs.
Support Services	Educational and non-educational assistance provided to help learners progress and succeed, including academic, wellbeing, and digital support.
Reasonable Adjustment	A modification made to training or assessment methods to accommodate learner needs without affecting the integrity of the course outcomes.
Work-Based/place Training (WBT)	Structured training conducted in a real or simulated workplace environment, forming part of the course requirements.
CoE (Confirmation of Enrolment)	A document issued to international students confirming enrolment in a CRICOS-registered course; required for visa applications.
Culturally Appropriate Orientation	A welcome program that helps new students, especially international ones, understand local customs, laws, study expectations, and how to access help in a way they understand.

6. Policy

- Before enrolment or commencement, Axis Institute conducts a suitability review to identify each learner's support needs. This includes developing a learner profile that covers prior education, LLND skills, and relevant background. The information helps determine course suitability and plan any necessary educational or support services.
- Axis Institute provides fair and accessible support services tailored to individual needs. Learners with additional challenges (e.g. disability, learning difficulty) receive proportionate support. Services are provided in a timely, culturally appropriate manner, without discrimination or unnecessary barriers.
- Axis Institute supports international students in adjusting to life and study in Australia through an age- and culturally-appropriate orientation program. This includes:
 - Overview of academic, personal, and accommodation support services
 - English language and study assistance options
 - Access to legal services (e.g. immigration or employment advice)
 - Emergency and health information, including how to seek medical or mental health support
 - Orientation to campus facilities and learning resources
 - Complaints and appeals process
 - Course attendance and progress requirements for visa compliance
 - Guidance for managing personal challenges that may affect study (e.g. financial stress, culture shock)
 - Information on employment rights and how to report workplace issues (e.g. Fair Work Ombudsman)

- All internal support services are provided free of charge. Where external help is needed (e.g. counselling, legal advice), Axis Institute will refer students without cost. Any external service fees are the student's responsibility unless covered by insurance or government programs.
- Support services are accessible to all students, regardless of study mode. Online and distance learners receive regular contact and academic support equal to on-campus students, ensuring engagement and equity in line with Standard 6 of the National Code.
- Axis Institute appoints trained Student Support Officers (SSOs) as key contacts for learner support. These staff are introduced at orientation and assist with all student needs, including international-specific concerns under ESOS. Staffing levels ensure adequate support coverage.
- All staff involved with students are trained on their obligations under the Standards for RTOs 2025 and ESOS. This includes identifying and referring students in need, respecting privacy, cultural awareness, and child safety for under-18 learners.
- The Institute monitors student wellbeing throughout the course. Staff proactively identify "at-risk" students and intervene with appropriate support (e.g. academic help, counselling). Serious concerns are escalated confidentially to senior management for immediate response.
- Student support is regularly reviewed through feedback and internal audits. Insights from student surveys, especially from those receiving high-level support, inform ongoing improvement of services and policy alignment.

7. Procedure

Axis Institute implements the following procedures to identify learner needs and provide appropriate support and services:

7.1 Pre-Training Review and Suitability Assessment

The PTR is used to assess whether the chosen course is suitable for the learner's needs, capabilities, and goals, and whether Axis Institute can provide the required support for successful participation and completion. The PTR is not a single standardised form, but rather a process that may involve multiple sources of information, including:

- Application and enrolment forms
- Results of LLN and digital literacy screening
- Verified evidence of English language proficiency (e.g. IELTS, PTE)
- Prior education, training, and qualifications
- Employment background (e.g. resume, job roles)
- Written statement of purpose or personal learning goals
- Interview notes or orientation discussion (where applicable)

For international students, suitability must be confirmed prior to issuing a Confirmation of Enrolment (CoE) to ensure compliance with CRICOS and visa conditions.

All relevant information is recorded in the Learner Profile, which is maintained from enrolment through to course completion.

7.2 Arrival and Transition Support (for International Students)

- *Pre-Arrival and Airport Pickup:* Axis Institute offers airport pickup for international students who request it during application or pre-enrolment. If arranged, students are met on arrival and transported to their accommodation to ease their transition to life in Australia.
- *Initial Contact:* A Student Support Officer (SSO) contacts each new student before or shortly after enrolment to introduce support services. For international students, contact may begin pre-departure and continue into the first weeks to ensure a smooth adjustment.
- *Information Distribution:* Students receive a Student Handbook and key resources explaining policies, support services, and contacts. These are provided in print or digital form, including pre-enrolment materials like the Course Prospectus, ensuring students are informed and supported from the start.
- *Orientation Program:* Axis Institute conducts an Orientation Program from one week prior to course commencement through the first week of classes. It covers academic requirements, student support services, and campus facilities. International students also receive guidance on local laws, transport, safety, and cultural adjustment. The program ensures all students are well-informed and prepared for study and life at Axis Institute.

7.3 Educational and Learning Support Identification

- *Use of Pre-Training Review information:* The outcomes of the Pre-Training Review (PTR), including LLN and digital literacy assessments, are used to identify support needs and inform the development of Individual Support Plans (ISPs) where required.
- *Determining Support Needs:* If the Pre-Training Review indicates that a student will require additional support, the Student Services Manager (or delegate responsible for student support) will arrange a consultation or meeting with the student. This meeting can be held in person, by phone, or via video conference depending on what is most practical for the student. The purpose is to gather more detail about the student's needs and to collaboratively develop an Individual Support Plan (ISP) -Appendix 1 to assist the student in achieving their study goals. During this consultation, the Student Services Manager will:
 - *Review Prior Learning:* Axis Institute will discuss each learner's prior formal and informal learning to identify opportunities for Credit Transfer (CT) or Recognition of Prior Learning (RPL). For international students, this review must occur prior to enrolment and before a Confirmation of Enrolment (CoE) is issued, in line with the National Code 2018. This ensures that the course duration and study load are accurately reflected and remain compliant with student visa conditions. Students who wish to apply for CT or RPL will be supported through the relevant process and provided with clear information on the potential impact on their enrolment.
 - *Tailor Course Delivery:* Identify the preferred delivery mode (e.g. classroom, online, blended) and scheduling preferences that may support the learner's engagement.

While Axis Institute may offer flexible attendance patterns or class timings where appropriate, such flexibility is subject to course structure and compliance requirements.

For international (CRICOS) students, course delivery will be primarily face-to-face as per visa and ESOS requirements. Any flexibility (such as temporary reduced loads, online study, or adjusted schedules) will be considered only where permitted under the National Code 2018 and with appropriate documentation.

- *Elicit Additional Needs:* Ask the learner about any other personal characteristics, circumstances, or known challenges that might affect their learning or assessment. This could include medical conditions, mental health considerations, cultural or religious needs, responsibilities as a carer, etc. The student is encouraged to disclose anything they feel is relevant so that support or adjustments can be arranged. (All disclosures are treated confidentially and respectfully, in line with privacy policies.)
- *Assess LLN and Digital Skills:* Axis Institute assesses each learner's language, literacy, numeracy (LLN), and digital literacy skills as part of the pre-training review and suitability assessment.

For international students, meeting the minimum LLN benchmark is a mandatory entry requirement and must be achieved prior to enrolment and CoE issuance, in accordance with CRICOS and visa compliance standards. Students who do not meet the required LLN level will not be admitted into the course until they do.

For domestic students and those who meet the entry requirements but still need support, the Institute may provide or refer students to LLN support classes, one-on-one tutoring, or digital skills development resources. Where appropriate, reasonable adjustments (e.g. simplified materials, assistive technology, extended time) will be made in training or assessment to accommodate learning needs — as long as they do not compromise competency outcomes.

- *Plan Support Services:* Based on all information gathered, determine what support services or adjustments the student will need access to. This could include academic support (like attending study skills workshops, getting a peer mentor, or extra trainer consultations/catchups), as well as non-academic support (such as counselling, time management help, or technical support for online learning). The Student Services Manager will ensure the student understands each support option available and will include the agreed support measures in the student's Individual Support Plan.

- **Individual Support Plan (ISP):**

- *Development:* An Individual Support Plan (ISP) is created for any student identified as needing additional support during the Pre-Training Review or after enrolment. Each plan is personalised based on the learner's needs.

- Internal Support: May include one-on-one trainer support, LLN assistance, digital skills training, assistive technology, buddy systems, or modified materials. Responsibilities and timelines for each support action will be clearly assigned.
- Workplace Support (if applicable): For students in work-based training (WBT), the ISP will outline any workplace adjustments, such as assigning mentors, modifying tasks, or increasing trainer visits.
- External Referrals: If support needs exceed Axis Institute's internal capacity, the ISP will record referrals to external services (e.g., counselling, English language classes, health or disability services). Staff will assist with access arrangements where required.
- Safety and Delivery Considerations: All adjustments must preserve the safety and wellbeing of the student and others. The ISP will confirm whether the proposed course delivery mode and attendance pattern are suitable. Modifications (e.g., part-time load or flexible schedule) will be considered if appropriate.
- Documentation: The completed ISP and records from the Pre-Training Review will be securely stored in the student's file or student management system. This ensures visibility for relevant staff and evidences compliance with learner support obligations.

7.4 Ongoing Support and Monitoring

- *Delivery of Support:* Once a support plan is in place, relevant staff (e.g. Trainers, Student Support Officers) will implement the agreed support strategies. These may include tutoring, adjusted materials, assistive technology, or assessment flexibility. Support staff will inform trainers of any required adjustments, with the student's consent.
- *Progress Monitoring:* Student progress and wellbeing will be reviewed regularly by Student Support Services and Compliance. Academic performance, attendance, and staff feedback will guide decisions on whether supports are effective or need adjustment. Trainers should escalate any concerns promptly to Student Services.
- *Review Meetings:* Formal review meetings may occur mid-term or each semester, depending on the level of support. Feedback is collected from the student and relevant staff to assess the effectiveness of the plan. Adjustments are made if new needs arise or current strategies are not working.
- *Adjustments and Escalation:* If support is effective, enhancements may be made. If not, the student may be referred to the Course Progress Policy and placed on an intervention strategy. A review meeting will explore whether further adjustments, alternative courses, or deferral are appropriate. International students' visa conditions will be considered in all decisions.

8. Student Welfare Services

Axis Institute recognises that supporting students extends beyond academics to overall wellbeing, especially for international students new to Australia. The following welfare services are available:

- *Accommodation Assistance:* Support with understanding housing options, tenancy rights, and referrals to external accommodation providers (e.g. homestays, rentals). Airport pickup may be arranged for new international students.
- *Emergency and Health Services:* Students receive orientation on emergency protocols (e.g. calling 000), access to medical and mental health services, and use of OSHC (for international students). Support staff assist with non-urgent health needs or service referrals.
- *Campus Orientation:* Students are introduced to key facilities including classrooms, computer labs, library/resources, support services, and the LMS. Ongoing help with accessing these resources is available.
- *Legal Referrals:* Students may be referred to free or low-cost legal services for visa, employment, or personal matters. Staff provide information only; legal costs remain the student's responsibility.
- *Counselling and Mental Health Support:* Students can access in-house or referred counselling support for personal, academic, or cultural challenges. Referral information (e.g. Lifeline, Beyond Blue) is provided as needed.
- *Career and Employment Guidance:* Basic support is available for resumes, job readiness, and work rights education (especially for international students). Referrals to Fair Work and job services are also offered.
- *Cultural Celebration and Diversity Support:* Axis Institute encourages students to celebrate and share their cultural backgrounds and traditions as part of fostering an inclusive, respectful, and culturally safe learning environment. Students may request support to organise or participate in cultural activities, such as events, displays, or community observances. Student Support Officers can assist with:
 - Arranging space or facilities on campus
 - Promoting events internally
 - Gaining approval for cultural displays or activities
- *Key Contact Points to Access Support:* Students may approach the Student Support Officer or Student Services Manager for assistance or referral. All requests are handled promptly and confidentially. Students can access support services through the following channels, depending on the type of need:
 - In training sessions or class: Speak directly with your Trainer or Assessor
 - Academic, personal, or general wellbeing support: Contact a Student Support Officer (SSO)
 - NSW Campus: nsw@axisinstitute.edu.au
 - QLD Campus: qld@axisinstitute.edu.au
 - IT and learning platform assistance: helpdesk@axisinstitute.edu.au
 - Finance or fee-related matters: accounts@axisinstitute.edu.au
 - Urgent support or emergencies: Dial 000 for police, ambulance, or fire services

For non-urgent matters, students are encouraged to email or visit the relevant contact.
Support staff aim to respond within 1–2 working days

9. Recommended External Support Agencies

Axis Institute maintains a register of external agencies that provide specialised support beyond the Institute's internal capacity. These services are available to all students and may be recommended based on individual needs.

- *Learning Difficulties Australia (LDA)* – www.ldaustralia.org
Resource for supporting students with learning difficulties. May assist with specialist referrals or teaching strategies.
- *Australian Council for Adult Literacy (ACAL)* – www.acal.edu.au
Supports adult LLN development and connects learners with literacy resources and advocacy networks.
- *Services Australia – Indigenous Support*
Offers financial, community, and training support for Aboriginal and Torres Strait Islander learners. (See Indigenous Australians portal on servicesaustralia.gov.au)
- *Indigenous.gov.au* – www.indigenous.gov.au
Provides links to government programs, mentorships, and education support for Indigenous Australians.
- *Mental Health Services:*
 - Lifeline – 13 11 14 (24/7 crisis line)
 - Beyond Blue – 1300 22 4636 (depression/anxiety support)
 - Headspace – headspace.org.au (youth mental health)
 - Black Dog Institute – blackdoginstitute.org.au (online mental health tools)

Axis Institute will assist students in accessing these services where appropriate and follow up as needed (with student consent). All referrals are made with respect for student privacy and wellbeing.

10. Feedback, Complaints and Appeals

Axis Institute values student feedback and is committed to continuous improvement of its support services.

- *Informal Feedback:*
Students are encouraged to raise any concerns or suggestions about support services with the Student Support Officer or RTO Manager in the first instance.
- *Formal Complaints and Appeals:*
If an issue cannot be resolved informally, students may lodge a formal complaint or appeal under the Complaints and Appeals Policy and Procedure. This policy is available on the Axis Institute website or via Student Services.

- **Fair Process:**
All complaints and appeals are handled promptly, fairly, and without prejudice. Lodging a complaint or appeal will not affect a student's enrolment status or academic standing.
- **Quality Improvement:**
Substantiated concerns will inform changes to support services and procedures, consistent with Axis Institute's continuous improvement framework.
- **Ongoing Feedback:**
Students are also encouraged to provide positive feedback or suggestions via surveys, forms, or direct communication with staff.

This approach ensures compliance with Standard 6 of the Standards for RTOs 2025 and Standard 10 of the National Code 2018.

11. Associated Documents

- Student Handbook
- Orientation Materials
- Website Student Support Information
- Complaints and Appeals Policy and Procedure
- Individual Support Plan (ISP)

12. Appendices:

Appendix 1: Individual Support Plan (ISP)

This template supports planning and recording learner support in line with the Standards for RTOs 2025. Staff may copy it into a Word or digital format and must update it as the student's support needs evolve. All records must be stored securely.

Section 1: Student Information

Field	Details
Student Full Name	
Student ID	
Course Name	
Course Code	
CRICOS Student	☐ Yes ☐ No
Mode of Study	☐ Face-to-face ☐ Online ☐ Blended
Support Plan Start Date	
Support Plan Review Date	
Support Plan End Date (if applicable)	

Section 2: Summary of Identified Needs

(Based on LLN results, learner profile, pre-training review, or other evidence)

- ☐ Language / Literacy / Numeracy
- ☐ Digital Literacy
- ☐ Disability / Health Condition
- ☐ Mental Health / Wellbeing
- ☐ Academic Difficulties
- ☐ Adjustment to Study / Culture
- ☐ Family / Caring Responsibilities
- ☐ Time Management
- ☐ Other (please specify): _____

Summary of specific needs identified:

(Brief description of barriers or concerns)

Section 3: Support Strategies and Services

Support Area	Strategy / Service	Responsible Staff	Frequency / Duration	Notes
Academic Support	e.g., extra trainer sessions, study skills workshops			
LLN Support	e.g., LLN tutoring, simplified materials			
Digital Literacy	e.g., ICT support, training in LMS			
Disability Adjustments	e.g., assistive tech, extended time			
Mental Health	e.g., counselling referral			
Mode/Flexibility (Domestic only)	e.g., adjusted timetable			
Other				

Section 4: External Referrals (If Applicable)

Service Type	Provider / Contact	Student Action	Referral Date	Notes

Section 5: Consent and Acknowledgement

- I acknowledge that this support plan has been discussed with me and I agree to participate in the services and strategies outlined.
- I understand that all information will be handled in accordance with Axis Institute's privacy policy and only shared with relevant staff for the purpose of supporting my learning.

Name	Signature	Date
Student		
Support Officer / Advisor		
Trainer / Academic Contact		
Other (if applicable)		

Section 6: Review and Monitoring

Review Date	Reviewed By	Summary of Progress / Changes	Further Actions