



STUDENT SUPPORT

POLICY AND PROCEDURE



Status: Current

Version: 3.0

Effective Date: 30 August 2025

Policy

Rationale

Aura Education believes that supporting international students to reach their learning goals is crucial for their motivation, personal development, academic success, long-term achievements, and emotional wellbeing. By focusing on the following aims, this policy ensures that Aura Education has a system in place to provide the necessary support for students to overcome challenges and achieve their learning outcomes.

- Support through encouragement, guidance, and resources helps students stay engaged and focused on achieving their goals.
- Recognising that each student has a unique learning style, trainers tailor instruction to provide individualised attention, enhancing understanding and retention.
- Progress and goal achievement help students develop a positive self-image and the enthusiasm to take on new challenges.
- By providing necessary assistance, the college helps students understand complex concepts, complete assignments correctly, and maintain satisfactory course progress and participation.
- Helping students develop effective study habits and goal-setting skills benefits their future academic pursuits and careers.
- Support promotes emotional wellbeing and mental health by reducing stress and anxiety, creating a more productive learning environment.

Scope

Aligning with Standard 6 of the National Code 2018, this policy covers the support services offered by Aura Education, including but not limited to:

- Assistance with study pathway selection
- Pre-enrolment materials and information
- Orientation programs
- Study support and study skills programs
- Language, literacy and numeracy support or referrals
- Resources to increase access for learners with disabilities (access and equity)
- Learning resource centres and ICT support
- Counselling and mediation services, or referrals
- Flexible scheduling and reasonable adjustments to assessments
- Contextualised learning and assessment programs.

Staff Responsible

- Chief Executive Officer (CEO)
- Academic Coordinator/Overseas Student Contact Officer (OSCO)
- Student Support Officer
- Admissions Officer

- Trainers and Assessors

Support Services Offered

- Aura Education provides information on English language assistance, legal services, emergency and health services, and college facilities. This includes guidance on student visa conditions, personal safety in Australia including beach safety and driving, and workplace rights through the Fair Work Ombudsman.
- The college provides referrals to external services designed to assist international students.
- Access to welfare-related support for issues arising during study, such as accommodation or course progress, is provided at no additional cost. Referrals to external support services are also free of charge.
- Internal services include LLN programs, ICT support, large-print materials, reasonable adjustments, one-on-one trainer appointments, and tutorial support.
- Where Aura Education cannot provide specific support internally, students are referred to specialist centres or professional service providers.
- The college continues to assist students whose course progress may be affected by external factors, such as health crises or changing regulations.
- Trainers and student support staff collaborate to monitor student progress and implement intervention strategies where necessary.
- In accordance with the Critical Incident Policy, all incidents are followed up, recorded, and remediated. Records are maintained for at least two (2) years after the student ceases to be an enrolled student.

Procedures

Before Commencing Studies

1. Conduct a language, literacy, numeracy and digital literacy (LLND) assessment to identify support needs before finalising enrolment.
2. Conduct interviews for applicable students to ensure support needs are identified and appropriate services are arranged prior to enrolment.
3. Conduct an orientation prior to the commencement of studies. Attendance is compulsory for all newly enrolled students, regardless of their course.
4. Students unable to attend the scheduled session must complete an orientation program with the Student Support Officer or Academic Coordinator before starting their studies.
5. Students are provided with an Orientation Kit containing essential forms, including RPL, Credit Transfer, Student Support Request and Code of Conduct forms.
6. The Student Support Officer and Academic Coordinator use the Pre-Orientation and Orientation Checklists to ensure all required documentation is provided and retained in the student folder.

During Studies

7. Trainers and assessors identify students requiring additional support due to English proficiency, academic background, learning styles, disability, or socio-economic factors, and inform the Student Support Officer.
8. The Student Support Officer meets with the student to review the case. Typical actions include:
 - Referring the matter to the Overseas Student Contact Officer.
 - Advising the student to complete a Student Support Request Form.
 - Liaising with internal staff to determine available support.
 - Following the Course Progress and Attendance policies if applicable.
 - Directing the student to external help if internal support is unavailable.
9. Aura Education extends various support services, including:
 - Study planning, mentoring and coaching.
 - Extra learning or English sessions and reasonable adjustments to assessments.
 - IT support via an on-campus IT Coordinator.
 - Disability support through external service provider referral.
 - Job search guidance and soft skills training.
10. All staff interacting with international students must receive information regarding the National Code during their induction.
11. Where external services are required, the Student Support Officer engages appropriate providers. This may include organisations with pre-existing agreements or specialised bodies such as the Commonwealth Ombudsman.
12. The Student Support Officer conducts follow-up checks to confirm the effectiveness of remedial assistance. Students may appeal any decision regarding support services via the Complaints and Appeals Policy.
13. The Student Support Officer ensures all documentation regarding support needs, services provided, and assessed outcomes is kept in the student's file. All records remain confidential and accessible only to authorised staff.
14. This policy is subject to Aura Education's Continuous Improvement Policy.
15. The Student Support Officer reports progress to the CEO quarterly.
16. The policy is reviewed annually based on learner feedback, changes to support services, and modifications to resources or facilities.

Supporting Documentation

- Course Progress Monitoring Policy
- Attendance Policy
- Deferral, Suspension and Cancellation Policy
- Student Support Register
- Student Support Request Form
- LLND Policy
- Continuous Improvement Policy

- Complaints and Appeals Policy

Version Control

Version	Date	Author	Change description
3.0	30 August 2025	Compliance	Annual review: amended the policy to align with the Standards for RTOs 2025.
2.0		Compliance	Annual review.
1.0		Compliance	Creation of the document.