EVANTAA INSTITUTE

CONDUCT & WELLBEING

Student Support

Policy & Procedure

The academic, personal and wellbeing support available throughout your studies.

VERSION	EFFECTIVE	PROVIDER
4.0	June 2026	RTO 45866 · CRICOS 04025C

1. Purpose

- Evantaa Institute is committed to providing a comprehensive, inclusive and student-centred support framework that enables all students to successfully transition into study, progress through their course and achieve their learning outcomes. This policy outlines Evantaa Institute's approach to identifying, providing and monitoring academic, administrative and welfare support services, including access and equity arrangements and reasonable adjustments, to ensure all students have fair and equitable access to training and assessment throughout the student lifecycle. In doing so, this policy supports compliance with the Outcome Standards for Registered Training Organisations 2025, particularly Standards 2.1, 2.3, 2.4, 2.5 and 2.6, as well as the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 6).

2. Scope

This policy applies to all Evantaa Institute staff, including trainers, assessors, administration and student support personnel, as well as all current and prospective students, both domestic and international. It applies across all stages of the student lifecycle, including pre-enrolment, enrolment, orientation, training delivery, assessment, progression monitoring and completion.

3. Policy

Evantaa Institute adopts the following principles in relation to student support, access, and equity:

- Evantaa Institute will identify the individual support needs of students at the earliest possible stage, including during pre-enrolment and enrolment, and will ensure that appropriate support strategies are implemented throughout the student lifecycle to enable successful participation in training and assessment.
- Evantaa Institute will provide clear, accurate and accessible information to students prior to enrolment and throughout their course to support informed decision-making, including information on course requirements, support services, student rights and responsibilities.
- Evantaa Institute will deliver a structured orientation program to support students in transitioning to study and, where applicable, life in Australia, including
- information on support services, emergency services, legal services, facilities, complaints processes and visa conditions relevant to their enrolment.
- Evantaa Institute will provide access to academic, administrative and welfare support services, including access to designated support personnel who act as a primary point of contact for students and facilitate access to additional support where required.

- Evantaa Institute will ensure equitable access to training and assessment by providing inclusive learning environments, accessible resources and appropriate support services, including Language, Literacy, Numeracy and Digital (LLND) support.
- Evantaa Institute will implement reasonable adjustments to training and assessment for students with disabilities or additional needs in accordance with legislative requirements, ensuring that adjustments support the student without compromising the integrity of the training product or assessment outcomes.
- Evantaa Institute will promote diversity, inclusion and cultural safety across all operations and will ensure that learning environments are respectful, inclusive and responsive to the needs of all students, including First Nations students and those from culturally and linguistically diverse backgrounds.
- Evantaa Institute will provide access to welfare and wellbeing support services and will facilitate referrals to appropriate external services where required, ensuring that students are supported in managing personal, social or health-related challenges.
- Evantaa Institute will ensure that sufficient support personnel and resources are available to meet the needs of the student cohort and that staff are aware of their responsibilities in providing student support services.
- Evantaa Institute will monitor student engagement, participation and progression and will implement early intervention strategies where students are identified as at risk of not successfully completing their course.
- Evantaa Institute will ensure that any changes to agreed support services are communicated to students as soon as practicable and that support arrangements are updated accordingly.
- Evantaa Institute will continuously monitor, review and improve student support services based on feedback, data analysis and regulatory requirements to ensure ongoing effectiveness and compliance.
- Harassment, discrimination and bullying matters are managed in accordance with Evantaa Institute's Harassment, Discrimination and Bullying Policy and Procedure.

4. Procedures

1 Enrolment, Orientation and Identification of Support Needs

Administration staff must engage with prospective students during pre-enrolment and enrolment to identify individual support needs and provide accurate, clear and accessible information regarding course requirements, support services and student responsibilities.

Administration staff must encourage students to disclose any medical conditions, disabilities or additional support requirements and must document all discussions using the Record of Conversation Form, which must be uploaded and maintained in the Student Management System.

Administration staff must ensure that all students complete LLND and digital literacy assessments prior to course commencement and must review results to determine whether additional academic support or referral is required.

Administration staff must assess student suitability for enrolment based on entry requirements and identified support needs and must provide advice or refer students to appropriate internal or external support services where required prior to enrolment.

Administration staff must coordinate and deliver an orientation program prior to course commencement, ensuring that students are provided with information on student support services, emergency and health services, legal services, complaints and appeals processes, facilities and learning resources, and student visa conditions where applicable.

Support staff must ensure that orientation information is accessible through multiple channels, including face-to-face sessions, the Student Handbook, website, and must ensure students understand how to access support services.

2 Student Support Personnel and Access to Services

Evantaa Institute must ensure that designated support personnel are available to act as the primary point of contact for student support services and to assist students in accessing appropriate academic, administrative and welfare support.

Support staff must provide initial support to students in areas including academic guidance, administrative processes, well-being concerns and referrals, and must ensure that students are directed to trainers or specialised personnel where further assistance is required.

Support staff must maintain up-to-date knowledge of available support services and must ensure that information provided to students is accurate and relevant.

Administration and support staff must ensure that students are informed of available support services throughout their course via orientation, ongoing communication, any announcements and student engagement activities.

3 Reasonable Adjustment and Access to Training

Trainers and administration staff must collaborate with students to identify and implement reasonable adjustments based on individual learning needs, ensuring that adjustments are appropriate and effective.

Trainers must ensure that all reasonable adjustments maintain the integrity of the unit of competency and comply with training package and assessment requirements.

Trainers must implement reasonable adjustments such as extended timeframes, alternative assessment methods, assistive technologies, modified delivery approaches or additional learning support where required.

Administration staff must ensure that all approved adjustments are documented in the student's Training Plan, relevant student records and, where applicable, the Training and Assessment Strategy.

Trainers must provide LLND support where required and must ensure that adjustments do not compromise the validity, reliability or fairness of assessment outcomes.

4 Academic, Administrative and Welfare Support

Trainers must provide ongoing academic support to students, including study skills guidance, access to additional learning resources, flexible delivery options and individual assistance where required.

Support staff must assist students with administrative processes, including enrolment documentation, course information, complaints procedures and understanding student obligations, including visa conditions where applicable.

Administration staff must ensure that students have access to learning resources, LMS platforms, ICT systems and technical support required to participate in training.

Support staff must provide welfare support to students by offering guidance on accommodation, health services, financial matters and general wellbeing, and must escalate concerns where additional intervention is required.

5 Student Progression Monitoring and Intervention

Trainers must monitor student progression through attendance, assessment outcomes and engagement on an ongoing basis, including at regular intervals as per the course Progress Policy and Procedure, and must identify students at risk of not successfully completing their course Staff must contact students identified as at risk using appropriate communication channels, including phone, email or meetings, and conduct intervention strategy meetings and document everything.

Staff must contact students identified as at risk using appropriate communication channels, including phone, email or meetings, and must document all interactions using the Record of Conversation Form.

Trainers and support staff must implement intervention strategies, including additional academic support, modified training plans or referral to internal or external services, and must monitor the effectiveness of these interventions.

Administration staff must ensure that all student progression records and intervention actions are updated and maintained in the Student Management System.

6 Wellbeing and External Support Services

Support staff must provide access to welfare and counselling support services and must refer students to external providers where internal support is not sufficient to meet student needs.

Administration staff must ensure that referrals to external services are provided at no cost to the student for the referral process and must inform students where external services may involve fees prior to engagement.

Support staff must provide students with accurate and up-to-date contact details for relevant external services, including health, mental health, legal and community services, and must assist students in accessing these services where required.

Trainers and support staff must conduct regular well-being check-ins with students, including at key points such as early in the course, mid-term and prior to assessment periods, and more frequently for students identified as at risk or studying online.

7 Continuous Improvement and Monitoring

Administration and support staff must collect feedback from students and stakeholders through surveys, feedback forms, interviews and other mechanisms at defined intervals, including at least semi-annually, at course completion and following key support interactions.

Staff must analyse feedback, student performance data and engagement metrics on a periodic basis, including quarterly reviews, to identify trends, gaps and opportunities for improvement in student support services.

The CEO or delegated staff must ensure that identified improvements are implemented within agreed timeframes and are monitored for effectiveness through follow-up reviews.

5. Variations

Evantaa Institute reserves the right to modify this policy as necessary to comply with legislative changes or organisational needs.

Document Control

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