



Student Support Policy

Policy and Procedure Document

WEG-POL-SSP-001 | Version 2026.v01

Effective: 17 March 2026 | Review: 17 March 2027

✓ ACTIVE — CURRENT

Applicable Standards: Outcome Standards 2.3, 2.4, 2.5, 2.6 (Student Wellbeing, Support, Diversity) | National Code 2018 Standards 5 and 6 (Overseas Student Support and Critical Incidents)



Document Control

Document Title	Student Support Policy	Document Code	WEG-POL-SSP-001
Version	2026.v01	Status	✓ Active — Current
Effective Date	17 March 2026	Review Date	17 March 2027
Document Owner	RTO Manager	Approved By	Abhay Kumar, Director of Operations
Audience	(S&T;) Students and Staff	Confidentiality	Public
Applicable Standards	OS 2.3 OS 2.4 OS 2.5 OS 2.6 NC Std 5 NC Std 6	Applies To	All enrolled students — domestic and international

Version History

Version	Date	Author	Changes	Approved By
2026.v01	17 March 2026	Abhay Kumar	Initial release — aligned to 2025 ASQA Outcome Standards.	Abhay Kumar, Director of Operations

Wyatt Education Group acknowledges the Traditional Owners and Custodians of Country throughout Australia and acknowledges their continuing connection to land, waters and community. We pay our respects to the people, the cultures and the Elders past, present and emerging.

1. Purpose

Wyatt Education Group is committed to the wellbeing, safety, and academic success of every student. This policy outlines the support services available to all students and the obligations Wyatt has under the 2025 ASQA Outcome Standards and National Code 2018.

2. Student Support Contact

Student Support Officer: Kavitha Sai Reddy | Phone: +61 477 627 677 | Email: k.reddy@wyatt.nsw.edu.au | Location: Level 2, 47 Rickard Rd, Bankstown NSW 2200 Available Monday–Friday, 9:00am–5:00pm AEST. After-hours emergencies: call 000.

3. Language, Literacy and Numeracy (LLN) Support

Wyatt Education Group recognises that students may require additional support with language, literacy, and numeracy (LLN). All students undergo an LLN assessment prior to or at commencement to identify individual needs. Students identified as requiring LLN support will be:

- Referred to approved LLN support services at no additional cost
- Provided with supplementary learning materials in accessible formats
- Offered additional one-on-one time with trainers where operationally feasible
- Monitored throughout their course to ensure continued progress

4. Disability and Reasonable Adjustment

In accordance with **Outcome Standard 2.4** and the *Disability Discrimination Act 1992*, Wyatt Education Group will make reasonable adjustments to training and assessment for students with a disability, health condition, or learning difficulty. Adjustments may include:

- Extended time for assessments
- Alternative assessment formats (oral, written, practical)
- Accessible facilities and materials
- Assistive technology or equipment where available
- Modified delivery arrangements

Students seeking reasonable adjustment must notify the Student Support Officer prior to assessment. Supporting documentation (e.g. medical certificate, psychologist report) may be requested. All information is handled confidentially.

5. Mental Health and Wellbeing

Wyatt Education Group is committed to a supportive environment that promotes mental health and wellbeing. Students experiencing personal, emotional, or psychological difficulties are encouraged to speak with the Student Support Officer. Wyatt will:

- Maintain a non-judgmental and confidential support environment
- Refer students to external mental health services where appropriate
- Provide information about community and crisis support services
- Consider flexible study arrangements for students in crisis

Service	Contact	Available
Lifeline	13 11 14	24/7
Beyond Blue	1300 22 4636	24/7
Kids Helpline (under 25)	1800 55 1800	24/7
MensLine Australia	1300 78 99 78	24/7
Headspace	headspace.org.au	Online + in person

6. Overseas Student Health Cover (OSHC)

International students on a student visa are required under **visa condition 8501** to maintain valid Overseas Student Health Cover (OSHC) for the duration of their enrolment. Wyatt Education Group will:

- Advise all prospective international students of the OSHC requirement prior to enrolment
- Verify OSHC coverage at commencement and at each re-enrolment
- Provide information on approved OSHC providers (Medibank, Bupa, Allianz, AHM, nib)
- Refer students to their OSHC provider for assistance with health-related matters

7. Attendance and Academic Progress Monitoring

Wyatt Education Group monitors student attendance and academic progress in accordance with **National Code 2018 Standard 8** and **visa condition 8202**. Students are expected to maintain a minimum of **80% attendance** in scheduled training sessions. Students at risk of unsatisfactory progress will be:

- Contacted promptly by the Student Support Officer
- Offered an intervention meeting to discuss barriers to attendance or progress
- Provided with a written support plan where appropriate
- Reported to the Department of Home Affairs via PRISMS if unsatisfactory progress is confirmed after intervention (international students)

8. Diversity and Inclusion

In accordance with **Outcome Standard 2.5**, Wyatt Education Group celebrates and embraces the cultural, linguistic, and experiential diversity of its student body. We are committed to:

- An inclusive learning environment free from discrimination, harassment, and bullying
- Culturally sensitive communication and support for students from CALD backgrounds
- Recognition of and respect for First Nations students and their cultural identity
- Equal access to all training and support services regardless of background or ability

9. Critical Incident Procedure

A **critical incident** is any event that is traumatic or causes significant distress to one or more students or staff, including serious illness or injury, death, assault, natural disaster, or a serious threat to personal safety.

Immediate Response

- **Call 000** immediately if there is a risk to life or safety
- Contact the Student Support Officer: Kavitha Sai Reddy — +61 477 627 677
- Secure the welfare of all affected students and staff
- Notify the Director of Operations: Abhay Kumar
- Document the incident in the Critical Incident Register (WEG-REG-CRI-001)
- Notify the Department of Home Affairs via PRISMS if an international student is affected
- Arrange counselling and trauma support for affected individuals

Emergency: 000 | **Student Support:** Kavitha Sai Reddy +61 477 627 677 | **Lifeline:** 13 11 14 | **Beyond Blue:** 1300 22 4636

10. Related Documents

Document	Code	Purpose
Complaints and Appeals Policy	WEG-POL-CAP-001	Formal complaints process for student concerns.
Critical Incident Policy	WEG-POL-CRI-001	Detailed critical incident response procedure.
Assessment Policy	WEG-POL-ASS-001	Reasonable adjustment in assessment.
Privacy Policy	WEG-POL-PRV-001	Handling of student personal information.

Wyatt Education Group acknowledges the Traditional Owners and Custodians of Country throughout Australia and acknowledges their continuing connection to land, waters and community. We pay our respects to the people, the cultures and the Elders past, present and emerging.