

Student Support and Wellbeing Policy & Procedure

1. Purpose

The purpose of this policy is to establish a structured, supportive and student-focused framework for identifying, managing and responding to student support, learner support and wellbeing needs at Princeton International College.

This policy ensures that Princeton International College:

- understands each student's individual support needs and provides appropriate support services to assist students in successfully participating in their selected course
- provides students with reasonable access to academic support, learner support, wellbeing support and referral services where required
- creates a positive, safe and inclusive learning environment that promotes mental, physical and emotional wellbeing, respectful relationships and student engagement
- supports students from diverse backgrounds, cultures and individual circumstances through fair, respectful and culturally appropriate practices
- identifies students requiring additional support and implements appropriate intervention, learner support or referral strategies where required
- supports student wellbeing, learner engagement, academic progression and successful course completion
- supports compliance with the Standards for Registered Training Organisations (RTOs) 2025, Education Services for Overseas Students Act 2000 (ESOS Act), National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) and ELICOS Standards 2018 where applicable

This policy operates in conjunction with Princeton International College's:

- Student Handbook
- LLND Policy and Procedure
- Pre-Enrolment Policy and Procedure
- Monitoring International Student VET Course Progress Policy and Procedure
- ELICOS Attendance Monitoring Policy and Procedure

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- Student Engagement and Non-Attendance Policy and Procedure
- Critical Incident Policy and Procedure
- Complaints Handling Policy and Procedure
- Appeals Handling Policy and Procedure
- Disability Support Policy and Procedure
- Records Management Policy and Procedure
- Training and Assessment Policy and Procedure
- Deferment, Suspension or cancellation Policy and Procedure
- Continuous Improvement and Quality Assurance Policy and Procedure

2. Scope

This policy applies to all domestic and international students enrolled at Princeton International College across all VET and ELICOS courses delivered by the College.

This policy also applies to all staff members involved in student support, learner support, student wellbeing, academic support, learner intervention, student engagement, welfare support and student administration processes, including:

- Chief Executive Officer (CEO)
- Student Support Officers
- Training Manager
- ELICOS Coordinator
- Trainers and Assessors
- Administration Staff

This policy applies throughout the entire student lifecycle, including:

- pre-enrolment and enrolment processes
- orientation and course commencement

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- training and assessment participation
- learner support and intervention processes
- student engagement and wellbeing support
- course progress monitoring processes
- student welfare and referral processes
- course completion, transition or exit processes

This policy applies in conjunction with Princeton International College's student support, learner support, wellbeing, governance, enrolment, complaints and appeals, engagement and continuous improvement frameworks.

3. Definitions

Student Wellbeing refers to the holistic state of a student's mental, physical, emotional and social health and overall ability to safely participate in study and daily life activities.

Student wellbeing concerns may range from temporary stress, anxiety and adjustment difficulties through to more serious mental health, medical, personal, financial, cultural or welfare-related issues that may impact a student's engagement, safety, wellbeing or academic progress.

Learner Support refers to academic, LLND, welfare, learner engagement or other support services provided to assist students in successfully participating in training, assessment and student life activities.

Compassionate or Compelling Circumstances may include situations beyond the student's control which have an impact on the student's ability to participate in their studies, wellbeing or course progression.

4. Policy Statement

4.1 Princeton International College is committed to providing students with access to appropriate academic, learner support, wellbeing and welfare support services

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throughout the duration of their studies. Princeton International College encourages early identification and early intervention where academic, learner support, engagement or wellbeing concerns are identified.

Support services are made available to students regardless of their course, delivery mode or location of study, where applicable.

4.2 Princeton International College provides support services in a fair, respectful, culturally appropriate and supportive manner and recognises that students may require different types and levels of support depending on their individual circumstances, educational background, personal situation, wellbeing needs or study requirements.

4.3 Student support services available at Princeton International College may include, but are not limited to:

- academic and learning support
- Language, Literacy, Numeracy and Digital (LLND) support
- orientation and transition support
- welfare and wellbeing support
- course progress intervention support
- learner engagement and participation support
- reasonable adjustment arrangements
- study skills and learner support assistance
- support relating to accommodation, employment rights and cultural adjustment
- referral to external support services where required
- referral support relating to health, legal or emergency services
- support for students experiencing personal, financial or wellbeing difficulties

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4.4 Princeton International College provides students with access to trainers, assessors, Student Support Officers and other relevant staff members who can assist students in accessing support services appropriate to their needs.

4.5 There is no cost to access student support services provided directly by Princeton International College.

4.6 There is no charge for referral to an external support service; however, services provided by external organisations may incur separate fees payable directly to the service provider. Students are encouraged to confirm any applicable costs directly with the external provider before engaging those services.

4.7 Princeton International College conducts an age and culturally appropriate Student Orientation Program for enrolled students to support their transition into study and life in Australia and to ensure students understand:

- their rights and responsibilities
- available support services
- student visa obligations where applicable
- course requirements and expectations
- available wellbeing and welfare support services
- complaints and appeals processes
- emergency and safety information
- available academic and learner support services
- employment rights and workplace information
- relevant Princeton International College policies and procedures

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4.8 Students are provided with access to Princeton International College policies, procedures and student information resources through orientation processes, the Student Handbook, institutional systems and authorised communication channels.

4.9 Princeton International College implements a Critical Incident Policy and Procedure outlining the actions to be taken in the event of a critical incident, required follow-up actions, recording requirements and student support arrangements.

Critical incidents may include, but are not limited to:

- missing students
- severe verbal or psychological aggression
- death, serious injury or threats to safety
- natural disasters
- domestic violence, sexual assault or physical assault
- drug or alcohol-related incidents
- serious welfare or mental health concerns
- other events that may significantly impact the wellbeing or safety of students or staff

4.10 Princeton International College supports students in accessing academic support, learner support, welfare services and referral services throughout the duration of their course where required.

4.11 Students are responsible for maintaining accurate and current contact details with Princeton International College and may update their details using the Change of Personal Details Form available through reception and authorised institutional systems.

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4.12 Princeton International College ensures that staff members interacting directly with students are aware of their obligations under the ESOS framework, National Code 2018, ELICOS Standards 2018 and applicable student support requirements.

Staff awareness is supported through:

- staff induction processes
- staff meetings and operational updates
- professional development activities
- policy and procedure implementation processes
- governance and continuous improvement activities

Students may access Princeton International College's Complaints Handling Policy and Procedure and Appeals Handling Policy and Procedure where they are dissatisfied with a decision, support outcome or administrative process.

Nothing within this policy removes the student's right to take action under Australia's consumer protection laws.

Princeton International College does not enrol students under 18 years of age.

5. Designated Student Support Staff

Princeton International College maintains a structured student support framework to ensure that students are provided with access to appropriate academic, learner support, wellbeing and welfare support services throughout the duration of their studies.

The Chief Executive Officer (CEO) is the designated officer with overall responsibility for governance, compliance oversight and implementation of student support and wellbeing arrangements at Princeton International College.

The CEO is responsible for:

- overseeing the effectiveness of student support services and wellbeing arrangements

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- ensuring compliance with the ESOS Act 2000, National Code 2018, ELICOS Standards 2018 and Standards for Registered Training Organisations (RTOs) 2025
- overseeing student support, welfare, intervention and referral processes
- monitoring identified student wellbeing risks, critical incidents and support requirements
- ensuring appropriate support resources and referral services are available to students
- overseeing continuous improvement and compliance monitoring relating to student support services

Princeton International College also appoints Student Support Officer(s) to provide operational assistance and day-to-day coordination of student support services.

The Student Support Officer supports the implementation of student support processes and assists students with:

- accessing academic, learner support and wellbeing support services
- referral to internal and external support services where required
- general student welfare and support enquiries
- communication regarding support arrangements and available services
- coordinating support meetings and follow-up activities
- maintaining student support records and documentation within authorised institutional systems

The Student Support Officer works under the oversight of the CEO and liaises with the Training Manager, ELICOS Coordinator, trainers, assessors and administration staff where required to support student wellbeing, learner support and student engagement outcomes.

The Training Manager plays an important role in reviewing Language, Literacy, Numeracy and Digital (LLND) assessment outcomes and identifying learner support requirements prior to enrolment acceptance.

Where LLND support needs are identified:

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- the Training Manager reviews the LLND assessment outcomes and relevant pre-enrolment information
- the Training Manager completes the LLND Support Form outlining identified learner support requirements and recommended support strategies
- relevant trainers and staff members are informed of approved learner support arrangements where required
- learner support strategies are monitored and reviewed throughout the student's course where applicable

Princeton International College may appoint additional Student Support Officers or support staff where operational requirements, student numbers or identified support needs increase.

The adequacy of student support arrangements, staffing capacity and support services is monitored through governance processes, management meetings and continuous improvement activities.

Students are informed through the Student Handbook, orientation processes and institutional communication channels regarding:

- available support services
- how to access support services
- appropriate staff contacts
- emergency and welfare support services
- student wellbeing and support processes
- support available during normal operating hours

6. Types of Support

Princeton International College recognises that student support needs may vary depending on individual circumstances, educational background, personal situation,

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cultural adjustment, wellbeing concerns, learning requirements or other factors affecting student participation and success.

Support services available at Princeton International College may include:

- pre-enrolment support and transition assistance
- academic and learning support
- Language, Literacy, Numeracy and Digital (LLND) support
- course progress intervention support
- learner engagement and participation support
- welfare and wellbeing support
- support relating to accommodation, employment rights and cultural adjustment
- disability and reasonable adjustment support
- digital literacy and online learning support
- referral to external counselling or specialist support services
- assistance accessing health, legal or emergency services
- support for students experiencing personal or financial difficulties

Where required, students may be referred to appropriate internal or external support services based on their identified needs and circumstances.

Princeton International College may refer students to external support services, community organisations or specialist service providers where appropriate. Princeton International College maintains arrangements with external support and dispute resolution providers, including Resolution Institute, where appropriate referral, mediation or dispute resolution services may be required.

7. Wellbeing Support

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Princeton International College is committed to providing a safe, supportive and inclusive learning environment that promotes student wellbeing, learner engagement and respectful relationships.

Princeton International College recognises that student wellbeing may impact a student's participation, engagement, safety and academic progression and therefore promotes early identification and supportive intervention where concerns are identified.

Princeton International College supports student wellbeing by:

- promoting a safe, respectful and inclusive learning environment
- supporting culturally appropriate and respectful interactions
- encouraging early identification of student wellbeing concerns
- supporting students in accessing available support services
- implementing learner support and intervention strategies where required
- referring students to appropriate internal or external support services where necessary
- maintaining confidentiality and privacy requirements where applicable

All staff members are expected to:

- promote respectful and inclusive practices
- identify and escalate student wellbeing concerns where required
- support students in accessing available support services
- maintain appropriate confidentiality and privacy requirements
- refer students to the Student Support Officer or relevant staff members where additional support may be required

Students are provided with information regarding available support services and support contacts through:

- the Student Handbook
- orientation processes

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- student support communications
- institutional systems and authorised communication channels

Princeton International College manages student support and wellbeing matters with appropriate sensitivity, privacy and confidentiality in accordance with legislative and organisational requirements, except where disclosure may be required to prevent serious risk to the student or others or where required by law.

8. Roles and Responsibilities

Princeton International College ensures that responsibilities relating to student support, learner support, wellbeing, welfare support, learner engagement and intervention processes are clearly defined and implemented across all operational areas. All staff members are responsible for supporting a safe, respectful and inclusive learning environment and for referring students to appropriate support services where required.

Position	Responsibilities
Chief Executive Officer (CEO)	Maintains overall responsibility for governance, compliance oversight and implementation of student support and wellbeing arrangements at Princeton International College. Oversees student support services, learner support processes, intervention strategies, referral arrangements and wellbeing support systems across the College. Ensures compliance with the ESOS Act 2000, National Code 2018, ELICOS Standards 2018 and Standards for Registered Training Organisations (RTOs) 2025. Oversees critical incident management, student welfare matters, student engagement concerns and identified student wellbeing risks. Monitors the effectiveness of student support services through governance, compliance monitoring and continuous improvement processes. Ensures appropriate support resources, referral pathways and support services are available to students where required.

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Position	Responsibilities
Student Support Officer	Provides operational support and day-to-day coordination of student support and wellbeing services. Assists students in accessing academic support, learner support, welfare assistance and referral services where required. Acts as an accessible support contact point for students requiring assistance or support. Maintains communication with students regarding support arrangements, available services and follow-up activities. Coordinates support meetings, referrals and student support follow-up activities where required. Maintains student support records, communication records and support documentation within authorised institutional systems.
Training Manager	Reviews Language, Literacy, Numeracy and Digital (LLND) assessment outcomes and identifies learner support requirements prior to enrolment acceptance. Completes LLND Support Forms where learner support needs are identified. Works with trainers and relevant staff members to support implementation and monitoring of learner support strategies. Assists with academic intervention, learner support and course progress support processes for VET students where required. Supports trainers and assessors in implementing reasonable adjustments and approved learner support arrangements where applicable.
ELICOS Coordinator	Supports learner engagement, attendance monitoring, wellbeing and learner support processes for ELICOS students. Assists in identifying students requiring additional learner support or wellbeing intervention. Liaises with the CEO, Student Support Officer and trainers where required regarding ELICOS student support matters. Supports implementation of attendance intervention and learner support strategies for ELICOS students where applicable.

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Position	Responsibilities
Trainers and Assessors	Monitor student participation, learner engagement, wellbeing concerns and academic progression throughout training and assessment activities. Identify students requiring additional support and refer concerns to relevant staff members where required. Implement approved learner support strategies, reasonable adjustments and intervention arrangements in accordance with Princeton International College policies and procedures. Promote respectful, safe and inclusive classroom environments that support student wellbeing and learner engagement.
Administration Staff	Assist with student administration, document processing, record management and maintenance of student support records within Wisenet and authorised institutional systems. Support communication processes, student record maintenance and operational administration activities relating to student support and wellbeing processes where required.

9. Records Management

Princeton International College maintains accurate and secure records relating to student support, learner support, wellbeing concerns, intervention activities, referrals and support arrangements.

Records are maintained within Wisenet and authorised institutional systems with access restricted to authorised personnel in accordance with privacy, confidentiality and regulatory requirements.

Records may include:

- student support meeting records
- learner support records

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- LLND Support Forms
- intervention records
- referral records
- wellbeing support records
- communication and follow-up records
- support plans and reasonable adjustment documentation

All records are retained in accordance with the Records Management Policy and Procedure and applicable regulatory requirements.

10. Continuous Improvement

Princeton International College reviews student support, learner support and wellbeing processes as part of its continuous improvement, governance and quality assurance framework.

Feedback, student outcomes, identified risks, support trends and operational issues are monitored to identify opportunities for improvement.

Improvement opportunities, corrective actions and identified risks relating to student support services are recorded within the Continuous Improvement Register and monitored through management and governance processes under the oversight of the CEO.

11. Student Support Services Referral List

The Student Support Services Referral List is maintained as a controlled student support resource and reviewed periodically to ensure contact details and referral information remain current, accurate and appropriate.

The Referral List is also made available through the Student Handbook published on Princeton International College's website to ensure students can access support information at any time throughout their studies.

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Students may also request an updated copy of the Student Support Services Referral List directly from the Student Support Officer at reception or by emailing support@princeton.edu.au.

Appendix A – Student Support Services Referral List

Student Support Services Referral List

The following external support services are provided as general referral information to assist students in accessing independent support services where required.

Princeton International College does not guarantee the services provided by external organisations and students are encouraged to independently assess the suitability of external support providers based on their individual circumstances and needs.

Problem	Website	Phone no.
Alcoholism	www.aa.org.au	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	www.ada.mentalhealth.asn.au Mental Health and Wellbeing telephone and online services	9879 5351
Anxiety	Arcvic Homepage - The Anxiety Recovery Centre Victoria (ARCVIC)	9740 9539
Accommodation	http://melbourne.gumtree.com.au http://www.domain.com.au http://www.realestate.com.au http://www.hostelworld.com http://www.reiv.com.au	
Asthma	www.asthmansw.org.au/	1800 645 130
Abortion & Grief Counselling	Abortion & Emotional Support Sexual Health Victoria - Sexual Health Victoria Pregnancy Help Australia - After Abortion Support FREE 24-HOUR Confidential Pregnancy & Post Abortion Counselling – Birthline	1300 363 550

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	Pregnancy Support – Birthline Pregnancy Support	
Consumer credit and debt	www.cclcnsw.org.au	1800 808 488
Australian Search and Rescue	Search and rescue Australian Maritime Safety Authority Marine Search and Rescue vic.gov.au	
Crime stoppers (report crime anonymously)	Crime Stoppers Victoria - Report Crime Information Report an incident or crime Victoria Police	1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinesydney.org	9951 5522 13 11 14
Depression	www.depressiondoctor.com	
Depression (National Initiative)	http://www.beyondblue.org.au	1300 22 4636
Department of Home Affairs	https://www.homeaffairs.gov.au/	131 881
Disabilities	www.ideas.org.au	1800 029 904
Domestic violence	Family violence statewide support services vic.gov.au Safe Steps Family Violence Response Centre - 24/7 support for Victorians Family and domestic violence - Services Australia	1800 015 188
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction (Christian help)	www.naranon.com.au	9418 8728
Drugs and mental health	www.thewaysidechapel.com	9358 6577
Families & friends with mental illness	www.arafmi.org	9805 1883
Eating disorders	www.edf.org.au	9412 4499
Eczema	www.eczema.org.au	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au	9856 7090
Family planning information	www.fpahealth.org.au	1300 658 886
Gambling Counselling (Wesley)	www.wesleymission.org.au	9951 5566

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G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	www.glccs.org.au	8564 9596
Grief support		9489 6644
Grief support	www.solace.org.au	9519 2820
Hepatitis C	www.hepatitisc.org.au	9332 1599
Homicide Victims' Support Group 24x7 (QLD)	www.qhvs.org.au	1800774744
HIV/AIDS	Human immunodeficiency virus (HIV) and acquired immunodeficiency syndrome (AIDS)	1300 651 160
Lifeline	www.lifeline.org.au or www.crosscultural.net.au	9391 2244
Legal information and advice	Helping Victorians with their legal issues Victoria Legal Aid	1300 792 387
Mental health advice	About mental health Australian Government Department of Health, Disability and Ageing Search results for: mental health healthdirect	
Victorian Government Department of Health	Mental health and wellbeing reform in Victoria Mental Health and Wellbeing Locals health.vic.gov.au Mental health and wellbeing support health.vic.gov.au Mental Health and Wellbeing Hubs Better Health Channel	9816 5688
Victorian Government - Study Melbourne	Resources and support for international students studying in Victoria Living here Study Melbourne	1800 056 449
Maternal and Child Health Line		132229
Poison Information Centre		131 126

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Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	www.pregnancysupport.com.au	1300 737 732
Rape Crisis Centre	www.nswrapecrisis.com.au	1800 424 017
Relationship counselling	www.interrelate.org.au	9745 5544
Schizophrenia	www.sfnsw.org.au	9879 2600
Serious illness (sufferers & families)	www.can-survive.org	1300 364 673
Smoking - Quitline		13 18 48 /137848
Suicide Prevention	www.suicideprevention.com.au	1300 360 980
Suicide Helpline (Victoria)		1300651251
Study Melbourne Student Centre (SMSC)	http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre	1800 056 449
Telephone Interpreter Service		131 450
The Lounge (Salvation Army)	http://www.salvationarmy.org.au/find-us/victoria/melbourne614/melbourne614-services/the-couch-614/	0451 374 507
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605
Housing and homelessness support	https://www.launchhousing.org.au	1800 825 955
Sexual assault support	https://www.sacl.com.au	1800 806 292
Overseas student complaints and support	https://www.ombudsman.gov.au	1300 362 072
Suicide support and crisis counselling	https://www.suicidecallbackservice.org.au	1300 659 467
Workplace rights and employment issues	https://www.fairwork.gov.au	13 13 94