

Policy

Dalton College is committed to providing comprehensive student support services that ensure all students are able to achieve their learning goals and successfully complete their chosen course of study. In accordance with the *Standards for RTOs 2025* (Quality Area 2: Student Support Services), Dalton College will:

Wellbeing Policy

Dalton College is committed to supporting the physical, mental, and emotional wellbeing of all students. The College provides a safe, inclusive, and supportive learning environment where students are encouraged to maintain a healthy balance between study, work, and personal life. Students have access to:

- Counselling and mental health support services
- Academic support and study assistance
- Guidance on managing stress, workload, and personal challenges
- Resources promoting physical health, safety, and overall wellbeing

Diversity and Inclusion Policy

Dalton College values diversity and inclusion and ensures that all students, regardless of cultural background, gender, age, disability, religion, or sexual orientation, have equal access to educational opportunities and support services. The College promotes a respectful and inclusive campus culture and provides training for staff and students to support equity, fairness, and a welcoming learning environment.

Student Support Services Policy

In accordance with the Standards for RTOs 2025, Dalton College will:

- Provide timely and accurate information about available academic and non-academic support services.
- Ensure that all applicants and students receive equal and fair treatment in determining their suitability for courses and support arrangements.
- Identify and document individual learner support needs at the time of application, prior to enrolment, and throughout the duration of study.
- Provide access to a range of internal support services (e.g., academic, LLN, study skills, counselling, wellbeing support) and external specialist services when required.
- Monitor and review the effectiveness of support strategies to ensure continuous improvement and positive student outcomes.
- Ensure that there are no costs for internal student support services and that students are made aware of any potential costs associated with external services prior to referral.

This policy aligns with Quality Area 2 – Student Support Services of the Standards for RTOs 2025, ensuring that student wellbeing, inclusion, and progression are supported in a fair, transparent, and accessible manner.

Document name	Student Support Services Policy and Procedure 2025 v2.0	Reference to SRTO	
Last Review date	July 2025	Version no	2.0
Document control management – Uncontrolled when printed			Page 1 of 7

Relevant Standards for Registered Training Organizations

Dalton College has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient educational and support services to meet the needs of the Student cohorts undertaking its training and assessment services. Dalton College determines the support needs of individual Students and provides access to the educational and support services necessary for the individual Student to meet the requirements of the training product as specified in training packages or VET accredited courses.

This policy and procedure support Dalton College's compliance with the following requirements of the Standards for RTOs 2025:

- Outcome Standard: Learners are supported to complete their training – Dalton College determines and documents the support needs of individual learners and provides access to educational, wellbeing, and other support services to meet those needs.
- Outcome Standard: Learners are informed and protected – Dalton College provides clear, accurate, and timely information to learners about available services, their rights and obligations, both before and during enrolment.
- Outcome Standard: Quality Training and Assessment – Dalton College ensures that learner support services are aligned with training and assessment practices to promote positive learning outcomes.
- Outcome Standard: Responsive and Accountable Governance and Compliance – Dalton College systematically monitors and evaluates its support services to ensure they remain effective, inclusive, and continuously improved.
- Compliance Requirements – Learner Support Services – Dalton College provides learners with access to a range of academic, wellbeing, and referral services to enable them to meet the requirements of their training products and achieve successful outcomes.

Dalton College documents, reviews, and tracks learner support needs throughout the student lifecycle to ensure compliance with these standards and to promote equity, wellbeing, and successful course completion.

1. Procedure

Student Orientation

At the beginning of a course of study the Students are to be given a short orientation and which includes the following:

- Brief on support services to assist overseas students to help them adjust to study and life in Australia.
- Educational support services including English Language and study assistance programs
- Non educational support services including accommodation, legal, emergency and health services
- Facilities and resources at Dalton College
- Students are informed about all relevant policies and procedures including attendance, course progress, refund, critical incident and complaints and appeal.
- A tour of the College identifying classrooms, student areas, student administration area, and any other relevant areas within the College such as toilets, fire exits, and restricted areas.

Document name	Student Support Services Policy and Procedure 2025 v2.0	Reference to SRTO	
Last Review date	July 2025	Version no	2.0
Document control management – Uncontrolled when printed			Page 2 of 7

Student Support Services Policy and Procedure 2025 v2.0



- All students are to receive a copy of the 'Student Handbook' and each section explained to students.
- Services available to students with general or personal issues which are adversely affecting their education in Australia
- Services student can access for information on their employment rights and condition, and how to resolve workplace issues, such as through Fair Work Ombudsman.
- Orientation must also include information about digital literacy support, academic integrity, and access to mental health and wellbeing services (Standards for RTOs 2025).

Nominated Student Support Officer

- Whilst all staff employed by Dalton College have the responsibility to provide support to all students, Dalton College has designated Student Support Officers who are available to all students, on an appointment basis, through College hours of business.

Document name	Student Support Services Policy and Procedure 2025 v2.0	Reference to SRT0	
Last Review date	July 2025	Version no	2.0
<i>Document control management – Uncontrolled when printed</i>			Page 3 of 7

Student Support Services Policy and Procedure



Students can access the Student Support Officer directly or via student administrations and an appointment is organized as soon as practical. All Student Support Officers have access to up-to-date details of the range of Student Support Services (refer to Student Support Services Referral List below).

Dalton College's Student Support Officers are:

Name: Sengchhiv TANG **Ph:** (03)9043 1668 **Email:** Seng@daltoncollege.vic.edu.au

Name: Selina CHAW **Ph:** (03) 9043 1668 **Email:** selina@daltoncollege.vic.edu.au

Dalton College ensures that all Student Support Officers who interact directly with overseas Students are aware of obligations under ESOS framework and the Standards for RTOs 2025, including learner privacy and data protection requirements.

Student Support Services

The following support services are available and accessible for all Students studying with Dalton College. The College will provide Students with contact details of external professionals whenever this is considered as a more appropriate support service to meet the Student's need. Any referrals are conducted by the College at no cost to the Student, but fees and charges may apply where an external service is used by the Student and the Student will be advised prior to using such services outside of the College.

- ***Study and Life in Australia***

All Students go through an Orientation Program during at Dalton College before the commencement of their course. The Orientation program involves familiarization with the campus, facilities and living and studying in Melbourne. Contents of Orientation program include:

- Orientation to Life in Melbourne and Australia and a tour of Dalton College
- Details of the course, timetable, staff members contact details
- Welfare and Academic issues
- Information on other support available e.g. Legal, emergency and health services available
- Visa requirements and their work conditions
- Overview on ATO requirements and their employment right
- Introduction to mental health and wellbeing support.

- ***English Language and Study Assistance Programs***

Identifying LLN/Foundation Skills Support Prior to Enrolment or Commencement:

A Language, Literacy and Numeracy (LLN) Test is administered prior to enrolment into qualifications within Dalton College's scope of registration. Test are administered by qualified LLN/ELICOS Trainers/Assessors. The main aim of the test is to identify the existing level of foundation skills of the applicant such as literacy, numeracy and English language, in order to meet the requirement of qualification they wish to enroll in. Dependent on the level of any skill gap and Dalton College's professional judgement on the Student's capabilities, Students will be:

- enrolled with a negotiated support program put in place, prepared on a Special Needs Report, which may include additional support such as the Student's commitment to participate in additional English support classes

Document name	Student Support Services Policy and Procedure	Reference to SRTO	Standard 1
Last Review date	July 2025	Version no	1.3
Document control management – Uncontrolled when printed			Page 4 of 7

Student Support Services Policy and Procedure



- not enrolled and referred to more suitable foundation skills or entry level VET qualification courses (within Dalton College or with an alternative RTO) and/or provision of other skills pathway advice.
All LLN support actions and Special Needs Reports must be recorded and monitored for effectiveness.

Educational Student Support during training:

Dalton College will facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students.

During training, the Trainer/Assessor may identify the need for additional learner support and discusses options with the Academic Manager.

The Trainer/Assessor completes a Special Needs Report in conjunction with the Trainer/Assessor or Student Support Services Officer. When support needs arise, the Trainers/Assessor includes a range of support needs in the Special Needs Report Action Plan for each individual Student identified. Support needs may include:

- Modification of Training and Assessment resources.
- Modification of the classroom configuration to improve mobility.
- Referral to internal and/or external Language, Literacy and Numeracy support.
- Referral to internal study skills support.
- Referral to an external agency (e.g. Department of Home Affairs)

Responsibilities for initiating the Student Support Services are:

Student Support	Responsibility	Approval
Modification of Training and Assessment resources	Trainer/Assessor	Academic Manager
Modification of the classroom configuration to improve mobility	Trainer/Assessor	Academic Manager
Referral to Language, Literacy and Numeracy courses	Trainer/Assessor	Academic Manager
Referral to an external agency (e.g. Department of Immigration)	Academic Manager	CEO
Creation of a Special Needs Report Action Plan, in consultation with Student	Trainer/Assessor or Student Support Services Officer	Academic Manager
Monitoring of Special Needs Report Action Plan with Student	Trainer/Assessor or Student Support Services Officer	Academic Manager

Facilities and resources

At orientation, Students are given a guided tour of the campus and all Dalton College's facilities so that they become aware of all the resources available to them. This tour also ensures that Students are aware of all occupational health and safety procedures, including emergency evacuation.

Document name	Student Support Services Policy and Procedure	Reference to SRTO	Standard 1
Last Review date	July 2025	Version no	1.3
Document control management – Uncontrolled when printed			Page 5 of 7

- ***Policies and Procedure***
 All students are given a briefing about relevant policies and procedures, not limited to Dalton College’s course progress policy and procedure, Refund policy and procedure, Attendance Monitoring policy and procedure, Critical Incident policy and procedure and Complaints and Appeal policy and procedure. A summary of each relevant policy and procedure may also be found in the Student Handbook, which is considered as the Student’s reference to all Dalton College’s practices. Student may access the full policies by requesting copies from the Student Support Officers or by contacting Dalton College’s Administration Manager.
- ***Work Rights***
 At Orientation, all students will be given an overview of their Student visa conditions, including work limitations, ATO legislations, Tax File Number, Fair Work Ombudsman, etc.
- ***Academic/Educational issues***
 Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies from either their Trainer/Assessor or a Dalton College Student Support Officer. All students’ progress and attendance are monitored, and guidance and support provided where non-satisfactory results are identified. A student is able to access the Student Support Officer to discuss any academic, attendance, or other related issues to studying at the College at any time. The Student Support Officer will be able to provide advice and guidance, or referral, where required. Where it is identified that the Student requires additional educational support, a Special Needs Report Action Plan will be prepared, in consultation with the Students by the Trainer/Assessor and monitored by the Trainer/Assessor. Where other support is required that will support a Student’s progression, a Special Needs Report Action Plan will be prepared, in consultation with the Students by the Student Support Officer and monitored by the Student Support Officer.
- ***Personal / Social issues***
 There are many issues that may affect a student’s social or personal life and Students have access to the Student Support Officers through normal College hours to gain advice and guidance on personal issues, accommodation issues, or family/friend issues. Where the Student Support Officer feels further support is required, a referral to an appropriate support service will be organised.
- ***Accommodation***
 While Dalton College does not offer accommodation services or take any responsibility for accommodation arrangements the College is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but Student Support Officers can refer students to appropriate accommodation services.
- ***Medical Issues***
 Student Support Officers will have a list of medical professionals within access from the College location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional. Local medical

Document name	Student Support Services Policy and Procedure	Reference to SRTO	Standard 1
Last Review date	July 2025	Version no	1.3
<i>Document control management – Uncontrolled when printed</i>			Page 6 of 7

Student Support Services Policy and Procedure



services can be gained from the student support officer. For any critical incident, Dalton College have a documented critical Incident policy and procedure for managing critical incidents that could affect the overseas student's ability to undertake or complete a course. Critical incidents are not limited to, but could include:

- Missing students;
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

For more details, please refer to Critical Incident – Policy and Procedure.

- **Legal Services**

Dalton College is able to provide some advice and guidance on a limited range of situations. Where a Student Support Officer feels it appropriate for a Student to gain professional legal advice, they will refer the Student to an appropriate legal professional.

- **Social Programs**

Apart from the Student Orientation Program, Student Support Officers will occasionally organize social events that allow all students enrolled with the College to mingle and socialize. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organized on demand and Students are encouraged to forward any suggestions to the Student Support team.

Student Support Services Referral List

Student Support Officers both provides referrals to internal expertise and where skilled, provide the services, such as study skill support. The Student Support Services Officers also make referrals to external sources of support where staff at Dalton College are not qualified or it is in the student's best interests to seek professional advice.

All support services are listed on the Guide Student Support Services List, which is also maintained by the Student Support Officers and reviewed regularly.

Document name	Student Support Services Policy and Procedure	Reference to SRTO	
Last Review date	July 2025	Version no	1.3
Document control management – Uncontrolled when printed			Page 7 of 7