

 <p>CRICOS Provider Number: 02915G</p>	Student Support & Wellbeing POLICY & PROCEDURE GUIDELINE		
Governance	NC- Standard 6, Standard 2.1,2.2, 2.3,2.4,2.6 of the Outcome Standards for Registered Training Organisations 2025.		
Policy Reference No:	DIC-013	Version No:	3.4
Commencement Date:	January 2008	Review Date:	July 2026
Persons/Areas affected	All staff		
Purpose	The Purpose of this policy and procedure is to ensure that all students are given support while studying in Australia.		
Definitions	Standards means the Outcome Standards forNVR Registered Training Organisations 2025 from the VET Quality Framework.		
Policy	<p>This policy/procedure supports ‘Standard 6 – Student Support Services’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018’ which states:</p> <p><i>“Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.”</i></p> <p>This policy primarily supports Standards 2.3, 2.4, and 2.6 of the Outcome Standards for Registered Training Organisations 2025, with partial alignment to Standards 2.1 and 2.2.In line with the standards DIC is committed to supporting students throughout their training journey by providing access to both academic and wellbeing services. DIC ensures that students can access trainers, assessors, and support staff, receive timely assistance, and are informed about available services that promote learning success and personal wellbeing, the following procedures ensure that students are made aware of the support available. The DIC will also conduct an orientation program for all new students to make them aware about these services.</p>		
Definitions	<p>Wellbeing</p> <p>A state in which students are able to realise their learning potential, manage personal and academic stressors, and actively engage in their training. Wellbeing encompasses emotional, mental, physical, and social factors that influence a student’s ability to succeed in their course and maintain a positive learning experience.</p> <p>Support Services</p> <p>Resources, programs, or referral pathways—either internal or external—that assist students in managing personal, academic, or wellbeing-related challenges. These services may include study skills support, mental health counselling, financial assistance, cultural or demographic-specific supports, and emergency referrals. RTOs are required to ensure students are aware of these services and know how to access them.</p> <p>Retrieved from https://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-wellbeing</p>		

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Procedure	<ul style="list-style-type: none"> • <i>Nominated Student Support Officer</i> <p>Whilst all staff employed by DIC has the responsibility to provide support to all students, the DIC shall nominate a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard DIC hours of business.</p> <p>Students can access the student support officers directly or via student administrations and an appointment will be organised as soon as practical. Appointment will be organised as per their issues with the relevant person from the following:</p> <ul style="list-style-type: none"> • Niketan Walia (CEO) accommodation, medical or social issues or any other issues. • Richa Mehta (Compliance Officer) language support issues & Academic issues. • Happy Chavda (Admin Support) enrolment, course progress. • Sonali Panchal (Admin support) LLN Support. • Nimarjeet (Admin support) medical or social issues or any other issues. • Amna Mukhtar (Admin Support) enrolment, course progress • Sumeet Mahehwari (Admin Support) enrolment, course progress • Tania Gonzalez (Marketing specialist) LLN support. • Sahil Monga (Admin Support) enrolment, course progress.
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Procedure**Student Support Services**

The following support services are to be available and accessible for all students studying with the DIC:

- DIC will provide students with contact details to refer any matters that require further follow up with relevant professionals. All the referrals are conducted by the DIC at no cost to the student, but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of DIC.
- **'Academic 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. All students' progress and attendance is monitored and guidance and support provided where non satisfactory results are identified. Please watch this video.

Complaints & Appeals

("Source: *Source: ISANA Student Education Project. www.isana.org.au*")

- A student is able to access the student support officer to discuss any academic, attendance, or other related issues to studying at DIC at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

Referral Services Available	Name & Location	Contact Phone
Tutoring	A1 Tutoring services Adelaide	02 9387 8035

- **'Personal / Social issues':** There are many issues that may affect a student's social or personal life and Students have access to the Support officer 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 should be gained, a referral to an appropriate support service will be organised.

Referral Services Available	Name & Location	Contact Phone
Counselling service	Adelaide Counselling Services	1300735030

- **'Accommodation':** While the DIC does not offer accommodation services or take any responsibility for accommodation arrangements, DIC 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 the Student Support Officer can refer students to appropriate accommodation services.

Referral Services Available	Name & Location	Contact Phone
Hotel	Grand Chancellor	08 8231 5552
Homestay Organisation	SA Adelaide language Centre 43 Angus St, Adelaide	08 8217 3251
Hostel	Anglicare SA Adelaide	08 8305 9200
Real Estate(rental)	Century 21, Adelaide	08 8232 6633

Procedure

- **'Medical Issues':** Student Administration will always have an up-to-date 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

Referral Available	Services	Name & Location	Contact Phone
Hospital (Emergency)		Royal Adelaide Hospital	08 7074 0000
Doctor		Dr. M G Cacas Adelaide	08 8211 7515
Dentist		Adelaide Dental Clinic Adelaide	08 8231 1124
Optometrist		OPSM Adelaide	08 8231 8166

professional. Local medical services are as follows:

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency, and you require ambulance, police, or fire attendance.)

- **'Legal Services':** DIC is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it is appropriate for you to gain professional legal advice, they will refer you to an appropriate legal professional.

Referral Available	Services	Name & Location	Contact Phone
Free legal advice		South Australian Community Legal Service Central Community Legal Service 2/59 Main North Road Medindie Gardens, SA, 5081	08 8342 1800
Lawyer		Duncan Basheer Hannon	1800324324

- **'Social Programs':** Apart from the Student Orientation Program the Student Support Officer will occasionally organise social events that allow all students enrolled with the DIC to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer.

Pre-Training Identification Tools for student support & Wellbeing.	To ensure students are set up for success from the outset, DIC conducts structured assessments during the enrolment phase. Tools such as LLN assessments, digital literacy evaluations, and training plan needs analyses are used to identify academic readiness and personal support requirements. These tools also help uncover wellbeing factors that may impact a student's ability to engage with their course, allowing for early intervention and tailored support.													
Ongoing Engagement and Monitoring	Wellbeing needs can evolve throughout the learning journey. DIC maintains a proactive approach to student support by embedding ongoing engagement strategies into training delivery. Through regular check-ins, trainer observations, peer interactions, and feedback mechanisms, staff are equipped to identify emerging wellbeing concerns and respond appropriately. This continuous monitoring ensures students receive timely support and remain connected to the learning environment.													
Pre-Training Phase: Structured Identification Tools	<table border="1"> <thead> <tr> <th>Tool</th><th>Purpose</th><th>Wellbeing Insight</th></tr> </thead> <tbody> <tr> <td>LLN Assessment</td><td>Evaluates foundational skills in reading, writing, numeracy</td><td>Identifies stressors related to comprehension, confidence, or learning barriers</td></tr> <tr> <td>Digital Literacy (DL) Assessment</td><td>Assesses ability to use digital tools and platforms</td><td>Highlights anxiety or frustration with online learning environments</td></tr> <tr> <td>Training Plan Needs Analysis</td><td>Reviews student goals, prior learning, and support needs</td><td>Reveals personal circumstances, learning preferences, and potential wellbeing risks</td></tr> </tbody> </table> <p>The tools help identify students who may need:</p> <ul style="list-style-type: none"> • Additional academic support • Adjustments to learning delivery • Early referral to wellbeing services 		Tool	Purpose	Wellbeing Insight	LLN Assessment	Evaluates foundational skills in reading, writing, numeracy	Identifies stressors related to comprehension, confidence, or learning barriers	Digital Literacy (DL) Assessment	Assesses ability to use digital tools and platforms	Highlights anxiety or frustration with online learning environments	Training Plan Needs Analysis	Reviews student goals, prior learning, and support needs	Reveals personal circumstances, learning preferences, and potential wellbeing risks
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Ongoing Engagement: Observational dynamic and Interactive Monitoring	<table border="1"> <thead> <tr> <th>Method</th><th>Purpose</th><th>Wellbeing Insight</th></tr> </thead> <tbody> <tr> <td>Trainer/Assessor Observations</td><td>Monitor participation, behaviour, and performance</td><td>Detect signs of disengagement, stress, or emotional distress-participation, attendance, communication patterns.</td></tr> <tr> <td>Regular Check-ins</td><td>Scheduled conversations during key stages of the course</td><td>Encourage students to share challenges and seek help</td></tr> <tr> <td>Peer Interaction Monitoring</td><td>Group work, forums, or study groups</td><td>Identify social isolation or conflict affecting wellbeing</td></tr> </tbody> </table> <p>The methods allow for:</p> <ul style="list-style-type: none"> • Timely intervention • Continuous support • Adaptive learning strategies 		Method	Purpose	Wellbeing Insight	Trainer/Assessor Observations	Monitor participation, behaviour, and performance	Detect signs of disengagement, stress, or emotional distress-participation, attendance, communication patterns.	Regular Check-ins	Scheduled conversations during key stages of the course	Encourage students to share challenges and seek help	Peer Interaction Monitoring	Group work, forums, or study groups	Identify social isolation or conflict affecting wellbeing
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Roles and Responsibilities		
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	DIC Student Support Officers	Act as the primary contact for wellbeing concerns, providing initial support, assessing needs, and facilitating referrals to internal or external services.
	DIC Trainers and Assessors	Monitor student engagement and wellbeing throughout the course. Identify signs of distress or disengagement and refer students to appropriate support channels.
Reasonable adjustment	<p>Provision of Support Services</p> <p>Tailored Support Plans</p> <p>Based on assessment results, students may be offered:</p> <p>LLN & DL support</p> <p>Study skills workshops</p> <p>Referrals to above mentioned services, for example; counselling or legal services</p> <p>Cultural or community-based support networks</p> <p>Where LLN & digital literacy needs are significant and may prevent course participation, students will be referred to an approved ELICOS provider. Tuition costs will be the responsibility of the student, and guidance will be provided throughout the referral process.</p> <p>DIC is committed to ensuring equitable access to training and assessment for all students. Students with disability are supported through reasonable adjustments, in line with reasonable adjustment criteria of DURBAN TRAINING & ASSESSMENT POLICY & PROCEDURE GUIDELINE.</p> <p>Students are encouraged to disclose any disability or support needs at enrolment or during their training journey. All disclosures are handled confidentially and respectfully.</p>	

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Communication and Accessibility	<p>DIC ensures that international students are consistently informed about available support services through multiple communication channels, including the orientation sessions, email updates, and social media platforms. To foster engagement and continuous improvement, students are encouraged to share their experiences and suggestions via regular surveys, helping shape services that reflect their evolving needs.</p> <p>Access to Staff Students can contact staff via:</p> <ul style="list-style-type: none"> • Email: reception@dic.edu.au • Phone: 1300 409 926 • In-person: During office hours (Monday–Friday, 9am–5pm) <p>Trainers and assessors are available for consultation:</p> <ul style="list-style-type: none"> • During scheduled class times • Via email • By appointment <p>Response Time Commitments</p> <table border="1"> <thead> <tr> <th>Service Type</th><th>Expected Response Time</th></tr> </thead> <tbody> <tr> <td>General enquiries (email or phone)</td><td>Within 3 business days</td></tr> <tr> <td>Academic queries to trainers/assessors</td><td>Within 3 business days</td></tr> <tr> <td>IT support requests</td><td>Within 3 business days</td></tr> <tr> <td>Counselling/wellbeing referral</td><td>Initial response within 2 business days</td></tr> <tr> <td>Disability support/ reasonable adjustment requests</td><td>Initial response within 3 business days</td></tr> <tr> <td>Complaints, Grievances & appeals</td><td>Acknowledgement & resolution as per the Complaints, Grievances & Appeals POLICY & PROCEDURE GUIDELINE.</td></tr> </tbody> </table>	Service Type	Expected Response Time	General enquiries (email or phone)	Within 3 business days	Academic queries to trainers/assessors	Within 3 business days	IT support requests	Within 3 business days	Counselling/wellbeing referral	Initial response within 2 business days	Disability support/ reasonable adjustment requests	Initial response within 3 business days	Complaints, Grievances & appeals	Acknowledgement & resolution as per the Complaints, Grievances & Appeals POLICY & PROCEDURE GUIDELINE.
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Complaints, Grievances & appeals	Acknowledgement & resolution as per the Complaints, Grievances & Appeals POLICY & PROCEDURE GUIDELINE.														
Continuous Improvement	<p>DIC regularly review the support services through:</p> <ul style="list-style-type: none"> • Student feedback surveys • Staff and trainer input • Monitoring student progress and engagement • Reviewing third-party service quality (placement hosts) 														

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Privacy & Respect	All student enquiries and support requests are handled confidentially and respectfully, in line with DIC privacy statement and relevant legislation. The student has the right to choose whether to engage with support services and to withdraw consent at any time.
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Approval Authority:**Chief Executive Officer**

SUMMARY OF CHANGES:

ISSUE DATE	CHANGE
April - 2008	Version 1.1 - Partial Revision
April - 2009	Version 1.2 – Partial Revision
July - 2010	Version 1.3 – Partial Revision
July - 2011	Version 1.4 – Partial Revision
August - 2012	Version 2.0 - Full Revision (NVR Standards 2011)
March – 2013	Version 2.1 – Partial Revision (NVR Standards 2012)
March-2014	Version 2.2 – Partial Revision
March-2015	Version 3.0 – Full Revision
April - 2018	Version 3.1 – Partial Revision
February 2024	Version 3.2 – Partial Revision (New Logos and design)
April 2024	Version 3.3 Full Revision
July 2025	Version 3.4 Full Revision(Outcome standards for NVR RTOs 2025)

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