Student Support Services Policy and Procedure

1. Policy

This policy/procedure supports the requirements to provide student support services to all students.

This policy ensures that all students are given support while studying with Wattle College. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available.

2. Procedure

Student Orientation

At the beginning of a course of study the students are to be given a short orientation and it must include the following:

- A tour of the RTO identifying classrooms, student areas, student administration area, and any other relevant areas within the RTO such as toilets, fire exits, and restricted areas.
- Information on emergency evacuation procedures
- Information on how to access the student support services within Wattle College

Nominated Student Support Officer

Whilst all staff employed by Wattle College has the responsibility to provide support to all students, Wattle College shall nominate a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard RTO hours of business.

Students can access the Student Support Officer directly or via student administrations and an appointment will be organised as soon as practical.

Student Support Services Referral List

The Student Support Officer is able to provide links to external sources of support where staff at Wattle College are not qualified, or it is in the student's best interests to seek professional advice. All preferred/ suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the Student Support Officer.