

KEYSTONE COLLEGE
OF BUSINESS & TECHNOLOGY

Student Support Policy and Procedure

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Purpose

The purpose of this document is to ensure that students are assessed for and provided with all necessary support services.

This policy should be read in conjunction with **KCBT Enrolment Policy and Procedure and KCBT Complaints and Appeals Policy.**

Scope

This policy and procedure applies to prospective and enrolled students undertaking nationally recognised VET training and assessment with KCBT, including domestic students and overseas VET students. It applies across all KCBT-approved VET delivery locations and modes, forming part of a training product. Student support needs are considered from the pre-enrolment stage through to completion or exit.

Responsibilities

The CEO is accountable for ensuring that KCBT has appropriate student support resources and approves significant policy and resourcing changes. The Campus Manager monitors support capacity, campus coverage, service delivery and escalated risks. The Student Support Coordinator coordinates individual student support, maintains the support register and ensures continuity of service through nominated backup staff. Training Coordinators and trainers identify academic and training-related needs, provide appropriate assistance and refer concerns promptly. The Compliance Manager monitors regulatory alignment, records and effectiveness. KCBT designates and publishes the official contact officer or officers, maintains current campus-specific contact information and confirms that support staffing and availability are appropriate to student needs, enrolment volumes and delivery arrangements.

Types of Support:

KCBT distinguishes training support from student wellbeing services.

Training support includes language, literacy, numeracy and digital literacy assistance, study skills, technical learning support, assessment clarification, feedback and access to trainers and assessors.

Wellbeing support includes assistance with personal circumstances affecting study, general safety and welfare information, and referral to appropriate specialist services where required.

The Student Support Coordinator explains how students access each type of assistance and identifies the responsible staff member or service. KCBT staff provide support within their qualifications and professional competence; specialised counselling, legal or health advice is referred to appropriately qualified external providers. Any applicable optional third-party charges are explained before the student agrees to access the service, without charging overseas VET students for support or information/referrals.

Procedure

KCBT ensures that personal and sensitive student information is collected only where reasonably necessary to identify and provide appropriate learning and wellbeing support. Students are informed of the purpose of collecting this information, how it is used, who may access it and how their privacy is protected.

Disclosure of disability and other sensitive personal circumstances is voluntary, except where disclosure is otherwise required or authorised by law. Students are provided with opportunities to discuss their support needs throughout their enrolment, and reasonable adjustments are considered in consultation with the student.

All sensitive information is handled confidentially, with access restricted to authorised personnel.

Education and Learning Support Needs

RPL and CT Support

KCBT ensures that all VET students are informed of their opportunities to apply for Recognition of Prior Learning (RPL) and Credit Transfer before enrolment and throughout their studies, where applicable.

RPL applications are assessed against the relevant training product requirements, using valid, authentic, current and sufficient evidence of the student's existing skills, knowledge and competencies. Credit Transfer applications are assessed using authenticated AQF certification documentation or VET transcripts and verified unit equivalence.

All applications, assessments, decisions and reasons for approval or refusal are documented and retained in the student's records. Students are informed of the outcomes and available review or appeal processes.

Where industry licensing or regulatory requirements restrict RPL or Credit Transfer, KCBT documents the applicable restriction and communicates it clearly to affected students.

KCBT reviews any course-specific practice of not offering RPL to ensure that it is consistent with Standard 1.6 and is supported by an applicable regulatory or licensing restriction, rather than an internal operational preference.

Please refer to KCBT's current RPL and Credit Transfer Policies and Procedures for further information.

Learning Support

KCBT makes relevant learning support available to all enrolled students. Training Coordinators identify the access needs associated with each training and assessment strategy and confirm appropriate arrangements for face-to-face, blended, and trainer-led eLearning. Students receive current information on how and when to contact trainers, assessors and support staff. Changes to mode, attendance or scheduling are approved under the relevant training and assessment strategy and are checked against training product, ESOS and student visa requirements before implementation.

LLND Support:

Before accepting a prospective VET student for enrolment, KCBT reviews the individual's skills and competencies against the requirements of the proposed training product, including relevant entry conditions, language, literacy and numeracy proficiency, digital literacy and prior education or experience. The Campus Manager / Student Support Coordinator coordinates the assessment with the relevant Training Coordinator or authorised staff member. KCBT considers whether appropriate training support or reasonable adjustments would assist the prospective student and provides individual advice on the suitability of the training product before enrolment. The review, assessment outcome, advice

provided, any agreed support and the reasons for any decision not to offer enrolment are recorded in the student management system.

Reasonable Adjustment:

KCBT applies published entry requirements consistently and does not refuse enrolment solely because a prospective student has a disability or requests learning support. Where a potential participation barrier is identified, KCBT consults the student, considers reasonable adjustments and assesses whether the essential training product and assessment requirements can be met without compromising qualification integrity or safety. The relevant Training Coordinator and Student Support Coordinator document the consultation, alternatives considered, decision and reasons. Where an adjustment is not reasonable or cannot be implemented, KCBT explains the decision to the student as soon as reasonably practicable and provides access to its complaints and appeals process. Reasonable adjustments are reviewed when a student's needs or circumstances change.

The Student Support Coordinator monitors and coordinates learners' English, educational and language, literacy and numeracy needs. This can be done by (where applicable):

- Checking for specific English, educational requirements and language, literacy, numeracy & digital content that may require extra or remedial activities and tuition, and, where it has been identified, make arrangements for the additional and/or remedial tuition;
- Organise remedial support for learners with English, educational requirements and language, literacy, numeracy & digital needs prior to enrolment.
- Organise remedial support for learners with English, educational and language, literacy, numeracy & digital needs identified during training.

Information about Support:

KCBT provides VET students with an age- and culturally appropriate orientation program and retains evidence of the information provided and student participation or acknowledgement. Orientation includes available student support, English and study assistance, relevant legal services, emergency and health services, campus facilities and learning resources, complaints and appeals processes, course attendance and progress requirements, personal wellbeing assistance, employment rights and information about the Fair Work Ombudsman. Students are informed of the designated student contact officer, relevant emergency contacts and ways to access assistance after orientation. KCBT provides relevant information or referrals requested under National Code Standard 6.1 at no additional cost and keeps the Student Handbook and online contact information accurate and accessible.

Identification of Needs:

KCBT reviews student support needs before enrolment, during orientation and whenever circumstances indicate that further assistance may be required. Review triggers include changes in attendance or engagement, unsatisfactory progress, repeated assessment difficulties, student feedback, complaints, trainer referrals, requests for adjustment, disclosure of new support needs and changes in campus or delivery mode. The Student Support Coordinator consults the student and relevant staff, determines an appropriate response and records the identified need, agreed action, responsible person, commencement date, review date and outcome. Urgent wellbeing or safety concerns are escalated immediately through the appropriate incident or emergency process. Students are advised that they may request a review of their support needs at any time.

Assistance:

KCBT maintains a current register of internal and external support services available to students at each delivery location. The register identifies the services offered, access details, operating hours, eligibility, accessibility or language options, escalation contacts and any applicable costs. Before making a referral, The Student Support Coordinator considers the student's needs, explains the proposed service and obtains appropriate consent before disclosing personal information.
Where practical and appropriate, The Student Support Coordinator confirms that the student has been able to access the referred service and records any further assistance required. KCBT does not impose an additional fee on overseas VET students for the reasonable learning support or information and referrals required by National Code Standard 6.
Optional specialist services delivered by independent providers are clearly identified, including any fees charged directly by those providers.

Available Support Services:

Keystone College of Business and Technology identifies the type of support needed. Types of support may include, for example:

- English levels – written and spoken,
- Academic level / educational background,
- Language, Literacy, Numeracy & Digital (LLND),
- Mentoring,
- Disability support,
- Information Technology (IT) support,
- Job search and placement (information/referral),
- Personal counselling(referral),
- Career guidance, and
- Study skills programs.

KCBT identifies and reviews the wellbeing needs of its VET student cohorts with regard to student characteristics, training products, campus locations, delivery modes and any workplace or community-based learning requirements. KCBT makes appropriate wellbeing information and referral options available to students and explains how to raise urgent concerns.
Staff promptly refer suspected serious safety or welfare incidents to the designated manager under

KCBT's Critical Incident Policy and Procedure. For overseas VET students, KCBT implements the critical-incident processes required by National Code Standard 6.8, including recording the incident and remedial actions and retaining the record for at least two years after the student ceases to be an accepted student. Personal safety and incident reporting information is communicated to overseas VET students in accordance with National Code Standard 6.9.

Consistency with Learning and Assessment Strategies
The Student Support Coordinator confirms that the support provided is suitable for:

- The learning and/or assessment program that the learner is enrolled,
- Where and how the learning and assessment is/may take place,
- For current and continuing learners; and
- The training packaging requirements for the relevant qualifications and the assessment requirements of each relevant unit of competency, skill set and/or accredited course.

Work-based learning support:

Where a VET training product includes work placements, or work-integrated learning activities, KCBT confirms that students have appropriate access to training, supervision, learning resources, wellbeing assistance and incident reporting arrangements in that environment. The Training Coordinator identifies the responsible KCBT contact and the host or workplace contact, verifies relevant safety and supervision arrangements and explains how students can obtain assistance. Support needs and reasonable adjustments are reviewed in consultation with the student and relevant host where appropriate and lawful. Any incident or material concern is escalated promptly, and actions are documented. These provisions apply to every KCBT qualification with a relevant placement component.

Delivery of Support:

KCBT informs students of the names or roles, contact channels and availability of trainers, assessors, and Student Support Coordinator. Campus-specific contact details and backup arrangements are maintained for Perth and Adelaide. Student enquiries and requests for support are recorded in the student management system and allocated to a responsible staff member. KCBT aims to acknowledge routine support requests within three working days and provide an initial response, action or referral within five working days. Urgent health, safety or serious welfare concerns are escalated immediately. The Student Support Coordinator monitors outstanding requests, service timeliness and unresolved cases and reports material issues to the Campus Manager.

Follow Up:

The Student Support Coordinator arranges and documents a follow-up review for each material support intervention at an appropriate time agreed with the student and relevant staff. The review confirms whether the support was accessed, whether it addressed the identified need and whether further action is required. Relevant outcomes may include improved participation, assessment progress, access to learning resources or the resolution of a wellbeing barrier. Where assistance is declined, ineffective or not delivered as planned, KCBT records the circumstances, discusses alternatives with the student

where appropriate and escalates unresolved risks. Follow-up outcomes are recorded in the student management system and analysed in de-identified form to identify recurring service or resourcing issues.

Appeals:

Students may raise concerns, make complaints or appeal decisions about the support or reasonable adjustments offered or provided by KCBT without being disadvantaged for doing so. KCBT's current Complaints and Appeals Policy and Procedure includes information on how to submit a matter, the applicable response and resolution timeframes, procedural fairness, communication of outcomes and the availability of independent review where requested. The Student Support Coordinator assist students to access the process but does not determine an appeal concerning their own decision. Support-related complaints and appeals, decisions, reasons, remedies and any corrective actions are recorded and reviewed for continuous improvement.
KCBT policy and Procedures for Complaints and Appeals – available on the KCBT website at: https://kcbt.edu.au or on request from the KCBT reception.

Records

KCBT maintains accurate records of student support assessments, consultations, relevant consent, agreed support actions, reasonable-adjustment decisions and reasons, referrals, communications, follow-up reviews and outcomes. Records are maintained in approved systems. Sensitive health, disability or personal information is accessible only to authorised personnel with a legitimate need; information shared with trainers is limited to what is necessary to deliver appropriate support.

The Student Support Coordinator checks that significant interventions are documented, while the Compliance Manager monitors record completeness, secure handling and applicable retention requirements. Records relating to complaints, appeals and overseas student critical incidents are retained in accordance with their specific statutory and organisational requirements. KCBT provides applicable privacy notices and observes its records and privacy procedures.

Improvements to Support Services

All support services are subject to undergoing a Monitoring and review Process in accordance with the KCBT Continuous Improvement Policy and Procedures.

The Campus Manager and Compliance Manager review the effectiveness of VET student support at least twice annually. The review considers student feedback, support requests and response times, identified learning and wellbeing needs, academic interventions, reasonable adjustments, complaints and appeals, student progression, campus and cohort trends, referral outcomes and staffing capacity. Findings and improvement actions are recorded in the Continuous Improvement Register, including the responsible officer, completion date, evidence of implementation and follow-up verification of effectiveness. Significant student wellbeing, safety or resourcing risks are escalated promptly to the CEO. The Campus Manager provides a quarterly summary of material trends and overdue actions to management.

Version Control and Accountable Officers

Policy Category	Student Support
Responsible Officers	Campus Manager
Implementation Officers	Student Support Coordinator Admin Campus Manager
Review Date	Sep 2026
Approved by	
CEO	

Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
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3.0	CEO	Updated with Standards for RTOs 2025	Sep 2026	Sep 2026