# Student Support & Wellbeing Policy

Skills Recruitment Pty Ltd | RTO 45725 | V3 September 2025

Businessplex is committed to providing a safe, supportive, and inclusive learning environment where every student can achieve their goals. This policy outlines our approach to student support and wellbeing in accordance with the RTO Standards 2025, which emphasise learner-centered, inclusive, and responsive practices that promote student success and wellbeing.

## Student Support Procedure

The Operations Manager and Admin Team will be the designated member at Businessplex and is the contact point for all students. The Operations Manager will ensure that where staff have identified, or enrolled students have indicated their need for support or welfare, that further advice will be sought from the students.

### Identification of Support Needs

Students may require additional support due to various factors, including learning difficulties, disability, language barriers, or personal wellbeing challenges.

- Students are encouraged to disclose any support needs at the time of enrolment or at any point during their studies. This may be done at the enrolment process, direct communication with CEO or by contacting the Admin or Trainer/Assessor in written.
- Student support needs are assessed individually at the enrolment process with the CEO in collaboration with trainers, and reasonable adjustments are made as required.
- Once identified, student support needs are documented in the student file -support plans may include one-on-one session, extra time for assessments, modified teaching materials, or changes to assessment methods.

### Student Communication & Staff Availability

Students will be informed of multiple communication channels for reaching out to staff for support.

- **Email**: A dedicated student support email address will be provided.
- **Phone**: A contact number for Student Services and academic support will be available.
- **In-person**: Students can book appointments for face-to-face consultations with Student Services or trainers.

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## Trainer & Assessor Availability

| Day | Time | | Contact Method |
|---|---|---|---|
| Monday | 9:00 AM – 5:00 PM | Training & assessment or other student support | E-mail, Phone or by Appointment |
| Tuesday | 9:00 AM – 5:00 PM | Training & assessment or other student support | E-mail, Phone or by Appointment |
| Wednesday | 9:00 AM – 5:00 PM | Training & assessment support or other student support | E-mail, Phone or by Appointment |
| Thursday | 9:00 AM – 5:00 PM | Training & assessment or other student support | E-mail, Phone or by Appointment |
| Friday | 9:00 AM – 5:00 PM | Training & assessment or other student support | E-mail, Phone or by Appointment |

**Trainer & Assessor Contact: thinu@businessplex.com.au or moni@businessplex.com.au**

Trainers and assessors are available during business hours only.
Students are encouraged to contact them within the listed times for course-related support, assessment queries, or feedback.

**Response Timeframe:**

Trainers and assessors will respond to student emails or messages within two (2) business days. If there are delays in response, students will be notified of the new expected response time.

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## Student Support:

For any other student support, administrative, enrolment, or general enquiries, please contact the Admin Team during business hours at:

admin@businessplex.com.au

(08) 6156 5320

## Response Timeframe:

The Admin Team will respond to general enquiries within two (2) business days during office hours. If there are delays in response, students will be notified of the new expected response time.

## Monitoring Response Timeliness & Quality

To ensure that student queries are handled promptly and effectively:

- Student Training Feedback forms are distributed to students to evaluate the quality of support received.
- If a response is not received within the agreed timeframe, a follow-up process will be triggered to escalate the matter.

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## Student Wellbeing

### Wellbeing Framework

Businessplex is committed to supporting the mental and emotional wellbeing of all students. The wellbeing framework includes both internal and external support services:

- Internal Support: Students are encouraged to speak to the CEO/RTO Manager/Operations Manager who provide initial support, listen actively, and refer to external services as needed.
- External Wellbeing Organisations: Students may also seek assistance from the following external organisations:
  - Lifeline (13 11 14) – Crisis support and suicide prevention.
  - Beyond Blue (1300 22 4636) – Support for mental health and wellbeing.
  - Headspace (1800 650 890) – Mental health services for young people.
  - Kids Helpline (1800 55 1800) – Free, confidential 24/7 counselling for young people.
  - Emergency Contacts: In case of an emergency, students are advised to call 000 (Australia's emergency number).

### Wellbeing Services Contact Information

- The contact details for these services will be available to all students via the student handbook and posted in common areas across campus.
- Students in crisis will be provided with immediate referrals to the relevant services by CEO/ Student Support (Admin)

All personal information shared by students regarding their support or wellbeing needs will be treated with the utmost confidentiality and in compliance with the Privacy Act 1988 (Cth) and other relevant privacy legislation. Information will only be shared with the student's consent or if required by law.