Student Support Services Policy

Purpose

The purpose of this policy is to ensure all students have access to appropriate support services throughout their studies, enabling them to successfully engage with learning, meet course requirements, and achieve their educational goals.

Scope

This policy applies to all students enrolled with Kirana Colleges, and to all staff responsible for providing academic or non-academic support.

Policy Statement

Kirana Colleges is committed to providing timely and effective support services to all students. Support is available for academic, personal, and administrative matters, and is tailored to meet individual needs to ensure equitable access to learning opportunities.

Support Available

Support services may include, but are not limited to:

- Orientation to the course, systems, and learning requirements.
- Academic support and feedback from Teachers.
- Study planning and progression guidance.
- Wellbeing and personal support, including referral to external services where appropriate.
- Assistance with reasonable adjustment for students with additional needs.
- Financial support guidance in relation to tuition fee payment arrangements.
- Information and referral to specialist external agencies.

Accessing Support

- Students can request support at any time by contacting the Student Experience team or their Teacher.
- Support is provided through various channels, including phone, email, video conferencing, and the Learning Management System (LMS).

Responsibilities

- **Students** – Contact Kirana Colleges when support is required, participate openly in discussions about needs, and actively engage with agreed support plans and actions.
- **Student Success Coaches / Student Experience Team** – Act as the first point of contact for general student support needs, provide guidance on available services, coordinate support plans, and monitor progress through regular check-ins.
- **Teachers** – Identify and refer students who may need academic or personal support, provide timely and constructive feedback, and implement agreed academic adjustments.
- **Student Experience and Wellbeing Officer** – Provide specialised support for students experiencing significant personal or wellbeing challenges, coordinate wellbeing initiatives, and ensure referrals to external services where appropriate.

- **Industry Pathways Team** – Support students in sourcing and securing work placements internally or through Skilltrak, liaise with placement hosts, and address any issues that arise during placements to ensure a safe and productive experience.
- **All Staff** – Identify students who may benefit from additional support, respond to enquiries promptly, maintain confidentiality, and offer assistance proactively in line with Kirana Colleges' values and policies.
- **Managers** – Ensure staff are equipped with the skills, training, and resources to provide effective student support, monitor support service performance against service standards, and address any gaps through continuous improvement initiatives.

Service Standards

Kirana Colleges commits to the following minimum service standards for student support:

- Student enquiries will be acknowledged within two (2) business days.
- Teachers will provide assessment feedback within four (4) business days of submission.
- Requests for wellbeing support will be responded to within two (2) business days, with urgent cases triaged immediately.
- Complaints will be acknowledged within two (2) business days and resolved within twenty (20) business days, or sooner where practicable.

Notification of Changes to Courses and Services

Kirana Colleges will promptly notify all enrolled students in writing of any changes that may impact their training and assessment, including:

- Updates to training product codes, packaging rules, or unit content.
- Significant changes to delivery mode, duration, or assessment methods.
- Changes to work placement requirements.

Notifications will be sent via email and posted in the Learning Management System (LMS) within five (5) business days of the decision to make the change. Students will also be informed of any resulting impact on their enrolment, progression, or completion timelines

Related Legislation

- 2025 Standards for Registered Training Organisations

Related Documents

- Wellbeing Support Policy
- Student Progression Policy

Student Support Services Policy

- Reasonable Adjustment and Individual Needs Policy
- Student Enrolment and Information Policy
- Complaints and Appeals Policy
- Core Skills Support Policy

Document Title	Version	Approval Date	Approved by	Details of Change
Student Support Services Policy	1.0	01/07/2025	Operations Manager	Initial Release