

POLICY: Student Support and Wellbeing Policy	
Objective	The aim of this policy is to ensure students have access to training support services and wellbeing support services to help meet student needs.
Policy Name	Student Support and Wellbeing Policy
Policy No	STU09A
Associated Policies and Procedures	LERN11A_SDS_Assessment Submission Policy STU01A_Enrolment Policy STU04A_Attendance Policy STU10A_Safety of Under-18 Students Policy Code of Conduct
Associated Documentation	SDS Student Hub SDS Student Agreement IDO Student Hub
Standard	National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 Part 2, Division 1: 2.1 Part 2, Division 2: 2.3 - 2.4 Part 2, Division 3: 2.5 Part 2, Division 4: 2.6
Authorised by	Nicole Watts
Date and Version	V1 20/09/2016 V2 07/08/2025

Sydney Design School is committed to supporting students in reaching their goals. To this end, the School provides a variety of services which support students academically and personally.

Availability and Access

Resources are made available to all students on the Student Hub on the eCampus. Resources include instructions on how to arrange additional academic support, pastoral care, and external training and support services. These resources are reviewed annually. Due to the nature of having a large body of Educators working in the industry outside their teaching commitments, Educator support outside of class time is available via administration staff or the Education Manager.

Student Needs and Reasonable Adjustment

Students are guided to communicate their needs upon application. If the student selects that they would like to receive advice on support services, a staff member will follow up with the student to gather further information about their needs and then negotiate a personalised plan. When the student

is studying self-paced online, this may include personalisations such as fortnightly Educator check-ins and extra extensions. When the student is studying a timetabled class, this may include undertaking course components one-on-one with the Educator or extensions on assessment due dates. Where appropriate, reasonable adjustments can be made.

The School has further responsibility for students on campus due to the possibility of a medical emergency while on campus. As such, students are further prompted to provide relevant information during orientation when completing the Student Agreement. A member of staff will then meet with students identifying further needs to gather additional information such as an action plan in the case of a medical episode occurring on campus.

Monitoring

Students in timetabled classes who have been identified as requiring further support are discussed in a weekly Student Support meeting between the General Manager, the Education Manager or representative, the Operations and Learning Advisor, and the Student Enrolment Administrator. By including these team members, staff can cover all aspects of a student's needs or areas of concern including absences, assessment submissions, and conduct. Examples of actions to result from these meetings include checking in with a student, advising an Educator of an additional need, offering extensions, and offering one-on-one academic support. Educators and administration staff combined will monitor students' attendance, and Educators will monitor student behaviour and abilities displayed during class. Should Educators have any concerns, these are shared with the Operations and Learning Advisor who will meet with students to discuss the concerns.

Under-18 Students

Educators and staff recognise that participating in an adult learning environment can present additional challenges for students under the age of 18. These students are included in regular wellbeing monitoring processes and receive additional support and protection under the Safety of Under-18 Students Policy.