



Student Welfare and Support Policy

Australian Institute of Digital Technology Pty Ltd

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POLICY 14

Student Welfare and Support Policy

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Policy Owner	Student Support Officer / CEO	Approved By	CEO
Applicable Legislation & Standards	National Code 2018 (Standard 6); ESOS Act 2000; Disability Discrimination Act 1992 (Cth); Standards for RTOs 2025; Privacy Act 1988 (Cth)		

1. Purpose

This policy establishes AIDT's framework for supporting the academic and personal welfare of all enrolled students throughout their enrolment. It describes the support services AIDT provides, how students can access those services, AIDT's proactive monitoring obligations under National Code Standard 6, the confidentiality protections that apply to welfare interactions, and how AIDT connects students to external services where its own resources are not sufficient.

The need for this policy is grounded in a simple reality: many of AIDT's students are studying far from their families, in a new country, in a second or third language, under the pressure of visa compliance obligations and financial commitments that may have been significant for their families. Even the most resilient and capable students sometimes find this combination genuinely difficult. AIDT's responsibility — both ethically and under the National Code — is to have genuine support systems in place, to monitor for signs that students are struggling, and to respond proactively rather than waiting for a crisis to occur before offering help.

The Student Support Officer is the primary welfare contact at AIDT. Their role is not administrative — it is genuinely person-centred. The Student Support Officer is available to all students, maintains confidentiality as a core professional obligation, and connects students to AIDT's internal and external support resources as appropriate to the student's circumstances.

2. Welfare Obligations Under the National Code

National Code 2018 Standard 6 requires that AIDT provide, or refer students to, services that address the student's welfare needs during their enrolment. Standard 6 is explicit: a CRICOS provider cannot simply list welfare services in a handbook and consider its obligations met. It must have demonstrable, functional arrangements in place. AIDT meets this obligation through the following specific measures: a designated Student Support Officer with a dedicated contact number and email; a 24/7 emergency contact number (0432 039 075) displayed on campus and provided to all students at orientation; documented referral pathways to external welfare services for a range of common student welfare needs; proactive monitoring at defined trigger points (not merely reactive to student self-referral); and a Critical Incident Policy (AIDT-POL-013) that covers acute welfare emergencies.



3. Academic Support Services

- **One-on-one trainer support:** Every student has access to their trainer for individual academic support outside of class time. Students experiencing difficulty with course content or assessment requirements should approach their trainer as early as possible — not in the final days before a submission is due. Contact: support@aidt.edu.au to arrange an appointment.
- **LLND support and the Student Support Plan:** Students identified through the pre-enrolment LLND assessment as having core skills support needs are provided with a personalised Student Support Plan (SSP) before training commences. The SSP is reviewed at the end of each term by the LLND Coordinator and the student's trainer, and is updated to reflect progress and any changing needs.
- **Peer support and buddy program:** New students are connected with a student buddy from a prior intake during orientation week. The buddy program provides informal social and academic support and helps new students navigate the practical aspects of studying at AIDT.
- **Assessment preparation support:** Students may request a pre-submission consultation with their trainer to receive general guidance on assessment requirements within the permitted parameters. This is not marking or editing — it is orientation and clarification on requirements.

4. Personal and Welfare Support Services

AIDT provides the following personal and welfare support services to all enrolled students. All services are confidential. Welfare discussions between students and the Student Support Officer are not shared with trainers, management, or other staff without the student's consent, except where an immediate safety risk requires disclosure. Students are informed of these services at orientation and through the International Student Handbook.

- **Mental health support:** The Student Support Officer provides a safe space for students experiencing mental health difficulties and makes referrals to community mental health services. Information about Lifeline (13 11 14), Beyond Blue (1300 22 4636), headspace (1800 650 890), and the International Student Support Line is displayed on campus and provided at orientation. Where a student discloses a mental health crisis, the Student Support Officer responds immediately and, where appropriate, activates the Critical Incident procedure (AIDT-POL-013).
- **Accommodation support:** AIDT provides guidance on finding student accommodation in Melbourne, including information about real estate apps, student accommodation services, and community housing support organisations. See Section 16 of the International Student Handbook for detailed accommodation information.
- **Financial hardship support:** Students experiencing financial difficulty should contact the Student Support Officer. AIDT can provide information about emergency relief organisations (Salvation Army, Red Cross, SecondBite), the National Debt Helpline (1800 007 007), and any available student hardship provisions.



- **Family violence support:** Information about 1800RESPECT (1800 737 732) and Safe Steps (1800 015 188) is displayed on campus and provided at orientation. Where a student discloses a family violence situation, the Student Support Officer takes immediate action to ensure the student's safety and activates the Critical Incident procedure where required.
- **Legal and immigration support:** AIDT refers students to Victoria Legal Aid (1300 792 387) for general legal queries and to the Immigration Advice and Rights Centre (IARC, 03 9629 1594) for immigration-related issues. AIDT does not provide immigration legal advice.
- **Cultural and religious support:** AIDT respects the cultural and religious backgrounds of all students. Prayer space access, dietary accommodation at AIDT events, and cultural support referrals are arranged through the Student Support Officer.

5. Proactive Welfare Monitoring

AIDT's Student Support Officer conducts proactive welfare check-ins at the following points without waiting for a student to self-refer. The purpose is early identification of students who may need support before their situation escalates. Welfare check-ins are documented in the student's welfare record (held confidentially by the Student Support Officer) with a brief note of the discussion and any referrals made.

- During the first two weeks of each intake — a 'settling in' check-in for all new students.
- When a trainer raises a welfare concern about a specific student.
- After 5 or more consecutive unexplained absences.
- At the time of a Category 1 Intervention Strategy meeting for course progress.
- Following any critical incident that directly affects a student.
- Where a student's assignment submission quality drops significantly from earlier in the term, suggesting a possible personal issue.

Welfare check-ins are informal and supportive — they are not disciplinary or investigative. The Student Support Officer makes clear to the student that the check-in is to offer support, not to assess compliance. Students who do not wish to discuss personal matters are never pressured to do so.