



STUDENT WELLBEING AND SUPPORT

OVERVIEW

NVR Education Australia is committed to deliver high quality training and assessment to its students and providing suitable educational and support services sufficient to meet the needs of students enrolled with the RTO.

The document outlines the College's approach to student wellbeing and support. This ensures that support is provided to students to assist them throughout their learning journey and in the completion of their studies.

NVR will take all reasonable steps to provide a safe, accessible and inclusive environment on campus for students and staff.

NVR assists students in completing their studies through the provision of academic and welfare support, including (but are not limited to):

- language, literacy, numeracy and digital literacy (LLND) issues
- disability
- access and accessibility
- academic and learning support, including achieving learning goals, outcomes of the course as well as meeting satisfaction course progress
- welfare matters
- cultural issues
- financial support
- adjusting to life living and studying in Australia
- personal, family and wellbeing matters

NVR offers support to its students to assist and support them to achieve expected learning outcomes at no additional cost to the overseas student.

COMPLIANCE

NVR complies with:

- Standard 1.3, 1.7 of the Standards for RTOs 2015
- Standard 2 of the Outcome Standards for RTOs 2025
- Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018

RESPONSIBILITY

- All Staff and Trainers are responsible for identifying support needs of students throughout their studies with the College and assisting with the provision of allocated support services
- The Admissions Team are responsible for ensuring students with support needs are identified during the enrolment and course entry interview process, and that appropriate support has been made available prior to admittance
- The Student Services Team is responsible for identifying any support needs during orientation process, as well as during Intervention Meetings, and that needs are appropriately addressed and responded to in a timely manner
- The Academic Coordinator is responsible for ensuring students are appropriately supported and reviewed for effectiveness throughout their studies, and documented via an Individual Support Plan
- The RTO Manager and Academic Coordinator are responsible for ensure student support needs are considered during the course development process



STUDENT WELLBEING AND SUPPORT

- The Wellbeing Advisor is responsible for providing personal and welfare support

POLICY

At NVR, we are dedicated to helping and supporting our students and understand each journey is unique. We value our students and their wellbeing and provide the resources, guidance and care you need during your time here.

NVR ensures students have access to the educational and support services necessary for individual learners to study effectively at NVR, meet the requirements of the training product, and to achieve satisfactory progress. Furthermore, NVR ensures students are supported across all areas throughout their learning journey, including adjusting to study and life in Australia and personal wellbeing matters.

IDENTIFICATION OF SUPPORT NEEDS

NVR identifies students with support needs throughout their course:

- At the application stage via the Student Application Form (and associated documentation) and Course Entry Interview
- During Orientation with the students
- During meetings, including Intervention Meetings with the students
- During class via feedback from Trainers and Assessors

Where support needs are directly or indirectly identified, appropriate plans must be in place to ensure the student is supported throughout the duration of their course.

Where the College is not able to support the learner, the learner should be refused entry to the course, or otherwise offered a more appropriate course.

COLLEGE SUPPORT SERVICES

NVR ensures that sufficient support staff are in place to meet the needs of the enrolled students and nominates specific personnel for student support.

Student Support details are supplied during a culturally appropriate orientation, along with relevant information to assist students to adjust to study and life in Australia.

Students are also provided with information about the support services available in the 'International Student Handbook' and as part of their orientation.

PROVISION OF SUPPORT SERVICES

NVR reviews and determines the individual support needs of student and provides access to the educational and support services necessary

Support services provided by NVR can include:

- one-to-one support from their Trainer
- support with personal issues, including wellbeing and counselling sessions
- access to additional learning resources
- reasonable adjustment in assessment and individual support plans
- social events
- buddy program
- information or referral to external sources of support



STUDENT WELLBEING AND SUPPORT

- suspension of course

For students with any support needs, an 'Individual Support Plan' is developed on commencement of the student in the course and in collaboration with the student. The 'Individual Support Plan' is regularly reviewed and adjusted as required.

Where NVR is unable to provide the support service required by the student we will refer the student to an external provider.

A list of external providers is supplied to students in their '*International Student Handbook*'.

WELLBEING SUPPORT AND COUNSELLING

NVR recognises that each student's journey is unique, and we are dedicated to supporting each of our students.

Students wishing to discuss any concerns are encouraged to book a confidential appointment with our advisor via the College's [Health, Safety and Wellbeing](#) page, or contact us via email at wellbeingsupport@nvr.edu.au.

Students can select to make a booking for Personal Support, Social Needs, Academic Support and Career Development.

Further information, including available support services and resources, can be found on the Health, Safety and Well-being page of our website: <https://www.nvr.edu.au/health-safety-wellbeing/>

The College also has a dedicated Student Counsellor available to assist students with their personal needs. Where matters are more complex, NVR has counselling services available by referral to students. Counselling referrals are provided at a discounted rate to students and may be subsidised, depending on the student's Overseas Student Health Cover Policy.

Where Support needs indicate serious or concerning matters, a 'Critical Incident Form' is to be completed

REVIEW OF SUPPORT SERVICES AND STUDENT NEEDS

Support Services provided to student's are routinely evaluated via the Student's Individual Support Plan. The Individual Support Plan is adjusted as needed, in consultation with the Student and relevant personnel where necessary, including Student Counsellors, Student Services and Trainers and Assessors

Furthermore, NVR routinely surveys students about support services provided and uses the feedback to improve services provided.

ASSOCIATED DOCUMENTS AND FORMS

- *Student Enrolment and Admissions*
- *NVR Enrolment Form for International Students*
- *Course Entry Interview*
- *NVR International Student Handbook*
- *LLND Test*
- *Learning needs and support*
- *Individual Support Plan*

DOCUMENT CHANGES AND MODIFICATIONS



STUDENT WELLBEING AND SUPPORT

Date	Summary of changes	Approved by
01/06/2020	Updated formatting	Samantha
11/05/2023	Review for currency	Samantha
30/06/2025	Update to meet 2025 Standards for RTOs requirements	Samantha