Student Support & Wellbeing Policy

1. Purpose

The purpose of this policy is to ensure that all students at AIAC have access to timely, professional, and effective support services to help them succeed academically, socially, and personally. Staff and students share responsibility for identifying when support is required.

This policy applies to all students, including domestic and international cohorts. Support services cover:

- Academic assistance
- Non-academic support (health, wellbeing, personal issues)
- Welfare monitoring and intervention
- Transition into study and life in Australia (for international students)
- Disability, inclusion, and reasonable adjustments
- Mental health resources
- Emergency and safety information

2. Scope

This policy applies to:

- All AIAC staff, contractors, and instructors
- All students enrolled in aviation courses
- Both academic and non-academic support services

3. Responsibilities

Role	Responsibility
RTO Officer (RO)	Oversees implementation and compliance with policy; monitors support reporting and intervention outcomes
Operations Manager (OM)	Primary point of contact for students; coordinates welfare checks and support services; maintains records
Head of Operations (HOO)	Oversee CASA and regulatory compliance; escalates intervention and welfare matters; approves support plans

Flight Instructors (FI)	Supports student progress monitoring; liaises with OM and HOO on interventions
All Staff	Monitor student wellbeing; identify and report support needs; provide guidance and refer students appropriately

4. Orientation Program

All students will participate in an orientation program covering:

- Support services available (academic, English, wellbeing, legal, and health)
- CASA-specific entry, medical, and licensing requirements
- Student rights, responsibilities, and the complaints/appeals process
- Course attendance and progression requirements
- Emergency procedures, safety resources, and key contacts

International students will also receive guidance on:

- Transition to Australian study and lifestyle
- Accommodation options and local services
- Cultural adjustment support

5. Identifying Student Needs

Student needs may be identified through:

- Enrolment screening and forms
- Orientation assessments
- Course progress reviews
- Instructor observation and interaction
- Feedback forms, complaints, or appeals
- Direct student requests

6. Student Support Services

6.1 Academic Support

Support is available when students:

- Struggle to meet course or test requirements

- Are falling behind class progress
- Have difficulty understanding course content
- Require extra English language assistance
- Need support with IT or learning technologies

Academic support may include extra tutoring, mentoring, study planning, or flexible learning options.

6.2 Non-Academic Support

Support is available for:

- Mental health or psychological conditions
- Medical illness or injury
- Family, carer, or personal circumstances
- Bullying, discrimination, or harassment
- Financial or accommodation challenges
- Addiction or grief/loss

Support may include referrals to Lifeline, counselling, GP services, interpreters, or external agencies.

6.3 Disability, Inclusion, and Reasonable Adjustments

Students requiring adjustments due to disability, language, or other barriers may request support. Adjustments will:

- Be reasonable and safe within aviation training limits
- Be documented in a support plan
- Be reviewed regularly

6.4 Welfare Checks

Regular welfare checks will be conducted for all students. These will be used to identify support needs early and escalated to HOO or RCO if risk is identified

7. Intervention and Support Plans

When a student requires additional support, a written **Student Support / Intervention Plan** will be developed, including:

- Areas requiring support (academic, wellbeing, regulatory compliance)
- Actions and resources to be provided
- Roles and responsibilities of staff and students
- Frequency and method of monitoring progress
- Review dates and updates
- All interventions will be documented and stored securely.

8. Escalation & CASA Compliance

Students whose performance, medical status, or licensing requirements are at risk will be escalated to OM or HOO for review. Actions may include:

- CASA compliance checks
- Regulatory reporting
- Adjusted training or assessment schedules
- Temporary suspension if required

9. Consent & Privacy

Students will be informed and obtained with consent when personal information is shared with:

- Staff or instructors
- Support providers or external services
- Regulators or authorities

Disclosure without consent will only occur if legally required.

10. Monitoring & Review

- Support plans will be reviewed regularly, and outcomes documented.

- Continuous monitoring of attendance, academic progress, and wellbeing will be conducted.
- Management will use records to improve policies and services.

11. Emergency & Safety Information

Students will have access to:

- Emergency procedures and evacuation plans
- First aid and CPR resources
- AIAC contact information
- Health services and GP contacts

12. Transition Support for International Students

International students will receive:

- Orientation and cultural adjustment support
- Guidance on accommodation, local services, and employment rights
- Access to English language support if required

13. Recordkeeping

All support activities, welfare checks, and intervention plans will be:

- Documented student files
- Stored securely (digital or paper)
- Monitored for continuous improvement
- Reviewed in accordance with RTO Standards 2025