

Student Support Policy

Policy Reference	WEG-POL-SSP-001	Version	2026.v01
Effective Date	1 July 2025	Review Date	1 July 2026
Document Owner	RTO Manager	Approved By	Director of Operations
Standards	OS 2.2, OS 2.3, OS 2.4, OS 6.1 NC 2018 Standards 6, 7, 10	Status	Active — Current
Applies To	All Students (Domestic and International)	Classification	Student-Facing Policy (S)

Version	Date	Author	Changes	Approved By
2026.v01	1 July 2025	S. Reddy	Initial issue — aligned with 2025 Standards for RTOs and ESOS Act 2000	A. Kumar

1. Purpose

Wyatt Education Group is committed to providing comprehensive, free, and confidential support services enabling all students to succeed academically, personally, and professionally.

2. Primary Support Contact

K. Sai Reddy — Student CRM Manager and Student Support Officer Email: k.reddy@wyatt.nsw.edu.au | Phone/WhatsApp: +61 477 627 677 Office: Level 2, 47 Rickard Rd, Bankstown NSW 2200 | Hours: Mon-Fri 9am-5pm

3. Academic Support

Students struggling with assessments or units may access additional academic guidance and one-on-one catch-up sessions. For reasonable adjustment to assessment, refer to [WEG-POL-ASS-001 — Assessment Policy](#).

4. International Student Support

Dedicated support for international students:

- Attendance monitoring — written warning if below visa condition 8202 threshold
- Course progress monitoring — Individual Learning Plan (ILP) for at-risk students
- OSHC guidance — valid OSHC required for full enrolment period (visa condition 8501)
- PRISMS reporting to DHA as required by ESOS Act 2000
- Fee protection under [WEG-POL-TPS-001 — TPS and Provider Default Policy](#)

5. Disability and Reasonable Adjustment

WEG complies with the Disability Discrimination Act 1992. Students with disability, chronic illness, or learning difficulty may request reasonable adjustment. Full procedures in [WEG-POL-ASS-001 — Assessment Policy](#).

6. Mental Health and Wellbeing Resources

Service	Contact	Hours
000 — Emergency	000	24/7
Lifeline	13 11 14 lifeline.org.au	24/7
Beyond Blue	1800 512 348 beyondblue.org.au	24/7
Headspace (under 25)	1800 650 890 headspace.org.au	9am-1am
MATES in Construction	1300 642 111 matesinconstruction.com.au	24/7
MensLine Australia	1300 78 99 78 mensline.org.au	24/7
QLife — LGBTQIA+	1800 184 527 qlife.org.au	3pm-12am
1800RESPECT	1800 737 732 1800respect.org.au	24/7
NSW Mental Health Line	1800 011 511	24/7 NSW

7. Student Rights

Right	Standard	Details
Quality Training	OS 1.1	Engaging, well-structured training
Accurate Information	OS 2.1	Clear, current information about course and fees
Support Services	OS 2.3/2.4	Academic, welfare, reasonable adjustment
Complain and Appeal	OS 2.7/2.8	Free, fair process — see WEG-POL-CAP-001 — Complaints and Appeals Policy
RPL	OS 1.6	Apply for RPL — see WEG-POL-RPL-001 — RPL Policy
Credit Transfer	OS 1.6	Credit for equivalent units completed elsewhere

8. Critical Incident Response

In all emergencies, call **000 first**. Full procedure in: [WEG-POL-CRI-001 — Critical Incident Policy](#).

9. Related Documents

[WEG-POL-CAP-001 — Complaints and Appeals Policy](#)

[WEG-POL-CRI-001 — Critical Incident Policy](#)

[WEG-POL-ASS-001 — Assessment Policy](#)

[WEG-POL-RPL-001 — RPL Policy](#)

[WEG-POL-TPS-001 — TPS and Provider Default Policy](#)

[WEG-POL-REF-001 — Refund Policy](#)

Acknowledgement of Country

Wyatt Education Group acknowledges the Traditional Owners and Custodians of Country throughout Australia and their continuing connection to land, waters and community. We pay our respects to the people, the cultures and the Elders past, present and emerging.