



# STUDENT SUPPORT SERVICES

## GUIDE

## TABLE OF CONTENTS

### How to use this guide

### Support Services - Key Terms

Overview of Student Rights and RTO Responsibilities

### Educational Support Services

Pre-Enrolment Materials

Study Support and Study Skills Programs

Language, Literacy, and Numeracy Programs

Specialised Support Services

Flexible Learning Options

Additional Support Services

External Support Services - National

External Support Services - Local

Feedback and Updates

### Appendix

FAQs

Emergency Contacts and Useful Links

### Glossary



## Language, Literacy, Numeracy Programs

Recognising the fundamental role of language, literacy, and numeracy skills in all aspects of study and employment, our RTO offers dedicated programs to help students develop these essential skills.

These programs cover a range of areas, from basic reading and writing skills to more advanced numeracy and critical thinking skills. They are particularly beneficial for students who require additional support in these areas to successfully complete their coursework.

Details about the language, literacy, and numeracy support available can be found on our website or by contacting our Student Support Services team. Support is tailored to meet individual needs, ensuring that all students can fully engage with their course content and assessments.

By providing these educational support services, our RTO ensures that every student has access to the resources and assistance they need to succeed in their chosen educational pathways. Whether you are just starting your journey with us or looking to enhance your existing skills, our range of support services is here to help you every step of the way.



### Wellbeing Services

Your wellbeing is a priority at our RTO, and we offer a variety of services to support your mental and physical health. Our wellbeing services aim to create a balanced and healthy lifestyle, enabling you to thrive both academically and personally.

#### Mental Health Support

Participate in workshops designed to help you manage stress, develop resilience, and maintain a healthy work-life balance.

Regular mindfulness and meditation sessions are available to help you relax and focus.

#### Holistic Wellbeing

Receive guidance on healthy eating habits and nutrition to support your overall wellbeing.

Join community events and social activities that foster a sense of belonging and connectedness within the RTO community.

For more information or to access these services, please contact our Student Support Team.

#### Physical Health Programs

Engage in fitness programs and activities that promote physical health and well-being, including Yoga, Pilates and group exercise classes.

Access routine health screenings and advice from health professionals to monitor and maintain your physical health.



## Feedback and Updates

### Providing Feedback

We value your input and encourage all students to provide feedback on this guide and the support services offered by our RTO. Your insights help us improve and ensure that we meet your needs effectively. Here's how you can provide feedback:

#### In-Person

Share your feedback directly with any of our Student Support Team during office hours. We are always happy to listen to your suggestions and discuss any concerns you may have..

#### Email

Send your feedback directly to our Student Support Team at [support@xyzrto.edu.au](mailto:support@xyzrto.edu.au). Please include "Support Services Feedback" in the subject line to help us address your feedback promptly.

#### Online Feedback Form

Visit our website and complete the online feedback form specifically designed for gathering your comments and suggestions about the support services and this guide. [www.xyzrto.com.au/feedback](http://www.xyzrto.com.au/feedback)

**By providing feedback and staying informed about updates, you can help us maintain a high standard of support services and ensure that this guide continues to be a valuable resource for all students.**



Phone  
#### ####

Mail  
<<email>>

Site  
<<website>>

Address  
#### ####