



# Support for Students Policy

Version 2.0 February 2026

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## Section A – Introduction

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### A.1 Overview and Purpose

- 1.1 Navitas Bundoora Pty Ltd (La Trobe College Australia; LTCA; The College) is accredited as an Institute of Higher Education to issue awards for courses on its current scope of registration that include Diploma, Undergraduate Certificates, Foundation Studies and ELICOS programs. This policy outlines the legislative requirements under which the College operates.
- 1.2 The College is required to comply with a range of legislation and regulation both at a state and a federal level. Policies and procedures developed within the College are done so in accordance with the legislative framework within which the College operates.
- 1.3 The purpose of this policy is to outline various policies and processes available at Navitas Bundoora Pty Ltd trading as La Trobe College Australia (La Trobe College Australia/ LTCA) that cover a range of support available to students in accordance with section 238-10 of the *Higher Education Support Act 2003*, and *Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023*.

### A.2 Scope

- 2.1 This policy applies to all staff and students who are or have been enrolled in one of the accredited AQF programs at the College's Melbourne and Sydney Campus.

### A.3 Policy Statement

- 3.1 La Trobe College Australia is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.

This policy encompasses and is underpinned by a range academic and non-academic support mechanisms which sets out how the College complies with relevant regulations and reporting requirements. This policy should be read in conjunction with the guidelines and relevant policies available on the college website (<https://www.latrobecollegeaustralia.edu.au/current-students/resources/policies-procedures-forms>).

Students are made aware of the various support options that are available to students to assist them with successfully completing their units.

### A.4 Communication of Supports

- 3.1 Information is available on the College website, is provided at each Orientation session and is communicated to students during each study period. Additional information is also available within the Student Learning Management System (Moodle).
- 3.2 The [Wellbeing page](#) on the College's website, also provides information on support available to students. This includes counselling services, skills for good health, healthy body and mind, safety and emergency support, sexual assault and harassment, respect at LTCA. Where it is identified that non-academic support is required, including but not limited to, mental health and well-being support, students may be referred to the Student Counsellor. In addition to the support services available, students are advised of how to seek assistance and advice for a variety of circumstances at Orientation, which includes emergency services on and off campus and incident reporting.

## Section B – Compliance

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### B.1 Academic Support

The College provides alternative pathways into La Trobe University for students who may not qualify for direct entry. It fosters a supportive learning environment that bridges the gap to ensure students can articulate into their respective degrees. The college's programs are tailored to meet the needs of students who are transitioning into tertiary studies within the Australian education system, including those who have been outside the education system for some time.

The College's approach includes embedding language and study skills into disciplinary instruction and creating ample opportunities for students to interact with peers and staff. The College promotes the creation of an engaging, participative classroom environment to facilitate learning and to promote social interaction as a means of improving students' wellbeing and sense of belonging. With many teachers coming from diverse cultural backgrounds (including some with first-hand experience as international students in Australia), the College demonstrates this diversity in its curriculum, classroom interactions and extra-curricular activities

La Trobe College Australia systematically monitors student engagement and progression to identify students who are at risk of not successfully completing their units of study. The following policies outline the various academic related support strategies and mechanisms that are in place and available to students. Intervention Strategies are implemented with an individual focus that considers any contributing factors such as a disability or compassionate and compelling circumstances.

- [Academic Freedom Policy](#)
- [Academic Integrity Policy](#)
- [Access Diversity Equity and Inclusion Policy](#)
- [Admissions Policy](#)
- [Assessment Policy](#)
- [Attendance Policy \(ELICOS\)](#)
- [Attendance Policy \(FSDP\)](#)
- [Completion Within Expected Duration of Study Policy](#)
- [Course Progression Policy](#)
- [Course Review Policy](#)
- [Credit Transfer Policy](#)
- [Deferment, Suspension or Cancellation Policy](#)
- [Deferment, Suspension or Cancellation Procedure](#)
- [Disability Services Policy](#)
- [English Language Proficiency Policy – ELICOS and FSDP](#)
- [Enrolment Policy](#)
- [Examinations Policy](#)
- [Finalisation of Results and Review of Marks Policy](#)
- [First Peoples Education Policy](#)
- [Overseas Student Transfers Policy](#)
- [Recognition of Prior Learning Policy](#)
- [Sexual Assault Prevention and Response Policy](#)
- [Sexual Harassment Prevention and Response Policy](#)
- [Special Consideration and Deferred Assessment Policy](#)
- [Student Grievance Policy](#)
- [Student Support Services Policy](#)

The [Learning Support page](#) on the College website provides examples of support available to students. Unit Outlines contain information about supports available to students and the College offers Learning Access Plans. Where it is identified that academic support is required, students may be referred to Student Learning Advisor.

## B.2 Non-academic Support

Various support mechanisms and options are available to students to assist them with successfully completing their units, such as and that students are made aware of these support services throughout their study, such as:

- [Care of International Students Under the Age of 18 Policy](#)
- [Child Safe Policy and Standards](#)
- [Critical Incident Policy and Procedure](#)
- [Disability Services Policy](#)
- [First Peoples Education Policy](#)
- [Privacy Policy](#)
- [Risk and Compliance Management Policy](#)
- [Staff Capabilities Educational Resources and Premises Policy](#)
- [Student Code of Conduct Policy](#)
- [Student Orientation Policy](#)
- [Student Wellbeing Counselling and Support Guidelines](#)
- [Student Wellbeing Counselling and Support Policy](#)
- [Tuition Fees and Charges Policy](#)

The [Wellbeing page](#) on the College's website, also provides information on support available to students. This includes counselling services, skills for good health, healthy body and mind, safety and emergency support, sexual assault and harassment, respect at La Trobe. Where it is identified that non-academic support is required, including but not limited to, mental health and well-being support, students may be referred to the Student Learning Advisor and/ or the Student Counsellor.

In addition to the support services available, students are advised of how to seek assistance and advice for a variety of circumstances at Orientation, which includes emergency services on and off campus and incident reporting.

## B.3 Student Concerns

### 3.1 General Grievances and Appeals

The College has a five-stage process for resolving student grievances and appeals. The Student Grievance Policy outlines the available avenues for resolution which includes informal, formal and external reviews

### 3.2 Academic Concerns

These generally relate to Enrolment, Assessment, Academic Integrity and Progression in the course. The College has robust processes in place to resolve academic concerns raised by students within relevant policies.

### 3.3 Right to lodge an external appeal

Students are advised of their right to lodge an external appeal, provided with the outcome of their grievance/ appeal. The College additionally provides the contact details of the relevant external agency.

## B.4 Reporting

In accordance with section 238-10 of the Higher Education Support Act 2003, La Trobe College Australia will provide the Tertiary Education Quality and Standards Agency with a deidentified report on an annual basis.

La Trobe College Australia adheres to the Privacy Principles as set out in Schedule 1 of the Privacy Act 1988, in respect of student personal information to be obtained for the purposes of section 19-43 of the Act.

## B.5 Relevant Legislation and Reference Material

La Trobe College Australia maintains compliance with legislation relating to student support:

Legislation/ Reference Material	Reference
<a href="#">Higher Education Support Act 2003</a>	<ul style="list-style-type: none"> <li>Section 19-65 and 238-10</li> </ul>
<b>Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023</b>	<ul style="list-style-type: none"> <li>Support for students' policy requirements: Section 49A (1.a – n) and (2.a – b)</li> <li>Requirements in relation to report given on support for students: Section 49B (1.a - j)</li> </ul>

## B.6 Review

This Policy is reviewed annually and at the time of any changes to the regulatory compliance requirements, legislation, regulation and guidelines. Any and all minor changes will be endorsed and approved by the Senior Management Team at the College. Major changes and amendments will be endorsed and approved by the relevant Academic Board.

## Section C – Governance

<b>Policy Title</b>	Support for Students Policy		
<b>Policy Owners</b>	College Director and Principal, Quality Risk and Compliance Manager		
<b>Contact Persons</b>	Quality Risk and Compliance Manager		
<b>Key Stakeholders</b>	Students and Staff of La Trobe College Australia – Melbourne and Sydney.		
<b>Approval Body</b>	LTCA SMT	December 2023	
	Academic Board	December 2023	
	LTCA SMT	March 2024	
	LTCA SMT	March 2025	
	LTCA SMT	February 2026	
<b>Relevant Legislation</b>	The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023 Higher Education Support Act 2003		
<b>File information</b>	<b>File number</b>	<b>Version number</b> V1.0	
<b>Date Effective</b>	19 December 2023	<b>Next Review Date</b> December 2024	
<b>Version Control and Amendment History</b>			
<b>Revision Date</b>	<b>Version</b>	<b>Summary of changes</b>	<b>Reviewer Name and Department</b>
19/12/2023	1.0	Initial Release	QRC Manager - Compliance
08/03/2024	1.1	Updates made to the policy document based on legislative amends.	QRC Manager - Compliance
11/03/2025	1.2	Updated links to policy documents to align with website Added additional section on communication of supports	QRC Manager – Compliance

17/02/2026	2.0	<ul style="list-style-type: none"> <li>• Updated template of the policy document to align with other documents in use</li> <li>• Updated list of policy documents added to section B within academic supports</li> <li>• Updated list of policy documents added to section B within non-academic supports</li> <li>• Additional information added within the document to indicate communication of supports available to students (section A.4)</li> <li>• Added link and details of the Learning support webpage</li> <li>• Added link and details of the Wellbeing support webpage</li> <li>• Added a new section on the types of student concerns that can be raised at the College (section B.3)</li> </ul>	QRC Manager - Compliance
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