

1. POLICY

- 1.1. The purpose of this policy is to outline how Pegasus International College intends to meet the regulatory requirements for providing student support services under the Standards for Registered Training Organisations (RTOs) 2025.
- 1.2. This policy ensures that all students are given support while studying at Pegasus International College. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available.
- 1.3. Pegasus International College is committed to assisting students to complete their studies through the provision of academic and welfare support. Student support needs may concern (but are not limited to):
 - Language, Literacy, and Numeracy (LLN) issues
 - Disability
 - Digital Literacy
 - Study Assistance
 - Access
 - Cultural Issues
 - Complaints and Appeals
 - Personal Circumstances
- 1.4. Student support needs are considered during the course planning process by identifying the general characteristics of the intended learner cohort. This information ensures that appropriate support mechanisms are available and that learners are informed of the requirements of the training and assessment before enrolment.
- 1.5. As part of the enrolment process, Pegasus International College collects information to determine a student's suitability for the course and to identify any support needs the student chooses to disclose or that become evident through the LLN and suitability assessment process.
- 1.6. Where support needs are identified, Pegasus International College will discuss available support options with the student. If a significant or ongoing support need requires formal documentation, a Student Support Plan may be developed in consultation with the student. Support arrangements will be reviewed as needed to ensure they remain appropriate.
- 1.7. Pegasus International College provides students with access to appropriate academic and welfare support. Information about how to contact student support personnel is made available to learners through the College's website, student handbook, emails, MS Teams and orientation.
- 1.8. There is no cost to access student support services provided within Pegasus International College and there are also no costs for a referral to an external support service, however accessing services

outside Pegasus International College may incur costs and should be clarified prior to engaging external support services.

1.9. Pegasus International College provides an orientation program appropriate to the course and learner cohort. The orientation supports students to understand course requirements, online learning processes, and available support services. Students are provided with key policies relevant to commencement, including:

- Complaints and Appeals
- Refunds
- Academic Progress
- Support Services
- Student Handbook
- Student rights and responsibilities
- How to access the Student Information Handbook and other relevant information through the website or LMS

Additional information may be provided as needed based on the learner cohort or course requirements.

1.10. Support services provided by Pegasus International College may include:

- Information provided during pre-enrolment and orientation
- One-to-one academic support from trainers/assessors
- Guidance and referral for personal or welfare-related concerns
- Access to online learning resources
- Reasonable adjustments to assessment, where appropriate
- Assistance with accessing the LMS and navigating online learning tools
- Information about external support services (e.g., counselling, legal, financial, or community services)

Additional support may be discussed with students on a case-by-case basis, depending on individual needs and the nature of the course.

1.11. In addition to the academic and welfare support services described above, Pegasus International College offers optional professional development services to assist students in preparing for employment. These services are not part of the course delivery or assessment requirements and are available at an additional cost. They may include:

- Resume writing or resume review
- Mock interview practice and interview preparation
- Career coaching or general job-readiness guidance

These services are optional and are provided only upon student request.

1.12. Pegasus International College maintains a Critical Incident Policy that outlines the actions to take in the event of a serious incident that affects the safety or wellbeing of students or staff during participation in RTO-related activities. The policy also describes the required follow-up, documentation, and communication processes.

For the purposes of this policy, a critical incident refers to a serious and unexpected event that occurs in connection with Pegasus International College's training or assessment activities, such as:

- Serious threats, aggression, or behaviour that places staff or students at risk during online classes or RTO communication
- A medical emergency or serious injury that occurs during a supervised training activity
- Sudden death or severe illness of a student or staff member that impacts the learning environment
- A significant technological or cybersecurity failure that disrupts learning or exposes sensitive data
- A major event affecting Pegasus International College's operations, such as extended power failure or natural disaster impacting delivery

Where an incident does not relate to activities conducted by Pegasus International College or under Pegasus International College's supervision, the RTO may provide information about external support services but is not responsible for investigating or managing the incident.

1.13. Pegasus International College provides information and guidance to students on how to access study support and welfare-related services during their course.

1.14. Students can access the Change of Personal Details Form via the Pegasus International College website or by requesting it from Student Support.

1.15. Pegasus International College may collect feedback from students about the support services provided and uses this feedback to improve the quality of services.

2. PROCEDURE

Pegasus International College provides support to learners throughout the student lifecycle to help them participate successfully in training and assessment. Support processes are flexible and based on individual needs, recognising that learners may require assistance at different points in their studies.

2.1. Identifying Support Needs Prior to Enrolment

2.1.1. During the enrolment process, information provided in the Enrolment Form, LLN assessment, and suitability questions is reviewed to identify any support needs disclosed by the learner.

2.1.2. Where potential needs are identified, the Student Support Officer or Academic Manager may contact the learner to discuss available support options.

2.1.3. Where required, a simple Support Note may be recorded outlining any agreed adjustments or support arrangements.

2.1.4. Students will be informed of available internal and external support services.

2.2. Orientation and Access to Support Services

2.2.1. An online orientation session is provided to introduce learners to key information, including available support services and how to access them.

2.2.2. Students are guided through the LMS, communication channels, and assessment processes.

2.2.3. Students receive the Student Handbook, which outlines support services, contact points, and emergency information.

2.3. Monitoring Learner Engagement and Offering Support

2.3.1. Trainers, assessors, and the Student Support Officer monitor learner participation, assessment progress, and communication activity throughout the course.

2.3.2. Where reasonable indicators suggest a learner may require additional support, the Student Support Officer may initiate contact with the student to check in and offer assistance.

2.3.3. Indicators may include:

- Repeated absence from scheduled classes
- Frequently missed assessment due dates
- Consecutive Not Yet Satisfactory (NYS) outcomes
- Trainer concerns or feedback regarding engagement

2.3.4. Contact may occur informally via email, phone, LMS messaging, whatsapp or other appropriate communication methods.

2.3.5. Any follow-up is intended as a supportive measure and does not replace the learner's responsibility to meet course requirements.

2.4. Providing Support During Training

2.4.1. Support may include academic guidance, referral to external services, reasonable adjustments, or information on study skills or time management.

2.4.2. Support arrangements are flexible and tailored to individual circumstances.

2.4.3. For complex or ongoing support needs, Pegasus International College may record an agreed support arrangement for internal coordination purposes.

2.5. External Referrals

2.5.1. Where a learner requires specialised support that Pegasus International College cannot reasonably provide (e.g., counselling, mental health services), referral information may be offered.

2.5.2. Pegasus International College does not provide therapeutic or medical services.

2.6. Continuous Improvement of Support Services

2.6.1. Feedback from students and trainers is reviewed periodically to improve support processes.

2.6.2. Support information in the Student Handbook and orientation materials is updated as required.

2.6.3. Findings from complaints, appeals, or feedback may be used to refine support offerings.

3. PEGASUS INTERNATIONAL COLLEGE – STUDENT SUPPORT SERVICES

Pegasus International College provides reasonable support services to assist students in participating successfully in training and assessment. Support is flexible and based on individual needs.

3.1. Access to Information

Pegasus International College provides students with access to the Student Handbook, Course Brochure, policies and procedures, and orientation information to support informed decision-making prior to enrolment.

3.2. Individual Support Arrangements

Where a learner discloses support needs, or such needs become apparent, Pegasus International College may document simple support arrangements. These may include:

- additional one-on-one online sessions with a trainer or assessor
- reasonable adjustments for learners with identified support needs
- information about external services where Pegasus International College cannot reasonably provide the required support
- referral information for LLN, study skills, or ICT skill development

Support arrangements are tailored to the circumstances and do not alter competency requirements.

3.3. Fee and Payment Support

Where appropriate, Pegasus International College may offer flexible payment arrangements. These arrangements relate only to course fee payments and do not constitute financial advice or financial counselling.

3.4. Support for First Nations Students and Students from Diverse Backgrounds

Pegasus International College is committed to culturally respectful support for Aboriginal and Torres Strait Islander learners and learners from diverse backgrounds. Students may discuss study-related matters with their trainer or the student support team. Information about culturally-specific external support services is available where needed.

3.5. Orientation and Access to the LMS

During orientation, students receive an overview of Pegasus International College's Learning Management System (LMS), course structure, communication methods, and how to access support services.

3.6. External Legal or Professional Services

Where appropriate, Pegasus International College may provide general information about external legal services. Students are responsible for any costs associated with seeking external advice or professional services.

3.7. Diversity and Inclusion

Pegasus International College fosters a learning environment that is inclusive, respectful, and welcoming to people from all cultural, social, and linguistic backgrounds.

3.8. Wellbeing and Safety Support

Pegasus International College staff are not qualified counsellors or mental-health practitioners. If a student raises concerns relating to mental wellbeing, domestic or family violence, relationship difficulties, gambling, substance misuse, or similar matters, Pegasus International College may provide information about appropriate external support services.

4. RECOMMENDED EXTERNAL SUPPORT SERVICES

Pegasus International College may provide students with information about the following external support services where specialised assistance is required. PIC does not partner with or endorse these organisations, but provides their details for student awareness.

<u>LEARNING AND LLN SUPPORT</u>	
Learning Difficulties Australia (LDA) Information and professional directory for learning support. Website: https://www.lidaustralia.org/	Australian Council for Adult Literacy (ACAL) Information relating to adult literacy and numeracy support. Website: https://acal.edu.au/
<u>MENTAL HEALTH & WELLBEING</u>	
Lifeline (24/7) Crisis support and counselling. Phone: 13 11 14 Website: https://www.lifeline.org.au/	Beyond Blue Support for anxiety, depression, and wellbeing. Phone: 1300 22 4636 Website: https://www.beyondblue.org.au/
MindSpot Clinic Free online mental health assessment and treatment programs. Phone: 1800 61 44 34 Website: https://www.mindspot.org.au/	
<u>FAMILY, DOMESTIC & SEXUAL VIOLENCE SUPPORT</u>	
1800RESPECT (24/7) National domestic violence and sexual assault hotline. Phone: 1800 737 732 Website: https://www.1800respect.org.au/	Aboriginal Family Domestic Violence Hotline Phone: 1800 019 123
<u>SUPPORT FOR FIRST NATIONS STUDENTS</u>	
13YARN (24/7) Culturally safe crisis support line for Aboriginal and Torres Strait Islander peoples. Phone: 13 92 76 Website: https://www.13yarn.org.au/	
<u>DRUG AND ALCOHOL SUPPORT</u>	
Alcohol and Drug Foundation (ADF) Information and referral services. Phone: 1300 85 85 84 Website: https://adf.org.au/	
<u>DISABILITY SUPPORT AND PROTECTION</u>	
National Disability Abuse and Neglect Hotline Phone: 1800 880 052 Website: https://www.disabilityhotline.org/	