

## Student wellbeing policy

At StaySafe, we take student support seriously. We're always here to help you with your course progress, technical issues, or any questions you may have.

We also have support strategies in place to assist with challenges that may be **outside of our control**, including:

- Financial hardship
- Learning and digital support
- Language, Literacy, and Numeracy (LLN) challenges
- Mental health and emotional wellbeing
- Physical health and disability

### How to Access Support

To request support, complete **Question 5** on the **Personal Details Form** (part of your enrolment form). It will ask: "**Do you require support?**"

- If you select **NO**, your task is complete. Simply click **Submit**.
- If you select **YES**, you can choose one or more types of support you may need. You'll also be given access to a list of support agencies that may be able to assist you.

### Financial Hardship Support

If you request financial support, you'll be asked to write **at least one sentence** explaining what type of assistance or resources you need (e.g. a payment plan).

Once your request is received:

- We'll discuss and agree on a suitable payment plan.
- Your invoice will be updated with scheduled payment dates and email reminders.
- If you are unable to make a payment, let us know **before the due date** so we can adjust your plan.

**Note:** *If a deposit has been paid, your payment plan will not become active until the **10-day cooling-off period** has passed.*

### Other Support Needs (Student Support Plan)

For non-financial support, you'll be asked to describe **in at least one sentence** what assistance or resources you need to succeed.

- Click the **Request Support** button.
- A **Student Support Plan** will be created, visible to both you and your trainer.
- The plan will be saved to your course profile and appear on the trainer's dashboard.

This is a **live document**, meaning both you and your trainer can add comments and updates as needed to ensure you stay on track.