

# Student Support and Wellbeing Policy

As part of our ongoing commitment to our students and their wellbeing, Archer Institute provides a variety of local, state and national support services, as listed below. We also offer a number of internal support services for our students. These are discussed both in our student handbook, in this policy and with students on their intake calls.

Archer Institute Pty Ltd will provide a safe environment in which students can develop skills and knowledge in their chosen program(s).

Archer Institute Pty Ltd will determine, for each training product being offered, the benchmark level of language, literacy and numeracy (LLN) and digital literacy (DL) required for a student to actively participate in each program.

Prior to enrolment Archer Institute Pty Ltd will review the student's LLN proficiency and DL relevant to the program they wish to enrol in and advise the student about the suitability of the program.

Archer Institute Pty Ltd will provide support for trainers and other staff who have contact with students to identify any support required as and when it occurs, either prior to, or throughout the training process.

Students will be provided with contact details for student support within Archer Institute Pty Ltd and for key external support services. One of the key external support services we promote to all our students is the Australian Counselling Services. <https://www.acscounselling.com.au/>. This services provides free short term, online counselling support services.

## Student Support Plans

When a student is identified as needing additional support, the student services team is responsible for developing a Student Support Plan. This plan outlines the appropriate support strategies to be implemented, based on a set of pre-approved approaches. This could be things such as but not limited to

- Additional time
- Alternative formats
- Additional trainer assistance
- Curriculum support services

Once completed, the plan is shared with the trainer and saved to the student's file in aXcelerate our student management system.

Any support strategies that are administrative in nature will be handled by the student services team in conjunction with our welfare officer as and when required. Support strategies that relate to training delivery or assessment such as extra training or allowing additional time for assessments, will be implemented by the Trainer. The Trainer must confirm that the strategy has been put in place by recording a note under “reasonable adjustment” in aXcelerate.

Student Services is responsible for monitoring the student’s progress. This is reviewed fortnightly for short courses and monthly for full qualifications. Progress is checked by reviewing the number units submitted, when the student last logged in, contacting the student if participation is low. All communication with the student must be recorded in their student profile, including summaries or uploaded copies of discussions / notes.

Any updates or changes to the Student Support Plan must be updated in aXcelerate. If there are significant changes in the student’s situation, a new Student Support Plan may need to be created.

If a student shows minimal progress, the trainer or student services team must escalate the matter to the operations manager for further action. Where there is no progress at all, the matter will be referred to the CEO.

### Study Skills Support

Archer Institute’s Supported Learning Suite is a free eLearning program included in all our training programs from 1<sup>st</sup> September 2025. It is designed with industry-leaders to empower new adult students to prepare for study, cope with assessments, and maintain a healthy work-life balance. The Supported Learning Suite provides students with the essential skills in technology, research and communication.

Useful contact details		
National	Reading and Writing	1300 655 506 <a href="https://www.readingwritinghotline.edu.au/">https://www.readingwritinghotline.edu.au/</a> Provides help and education to improve reading, writing or basic maths

ACCESSING ADMINISTRATION SUPPORT	
Phone	1800 069 273
Email	<a href="mailto:office@archerinstitute.edu.au">office@archerinstitute.edu.au</a>
Trading hours (phone support)	Monday to Friday: 9.30am to 4.30pm

ACCESSING STUDENT SUPPORT	
Phone	1800 069 273
Email	<a href="mailto:students@archerinstitution.edu.au">students@archerinstitution.edu.au</a>
Trading hours (phone support)	Monday to Friday: 7.30am to 7.30pm Saturday and Sunday: 9.30am to 12pm

## Additional Support Services

### Financial Wellbeing Support

Useful contact details		
National	Financial	<p>1800 007 007</p> <p><a href="https://ndh.org.au/">https://ndh.org.au/</a></p> <p>National Debt Hotline – Experienced financial counsellors who provide information and advice.</p>

### Counselling and Mental Health resources

Useful contact details		
National	Mental Health	<p>Lifeline 13 11 14</p> <p>Lifeline provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.</p>
National	Mental Health	<p>Beyond Blue 1300 224 636</p> <p>Beyond Blue provide support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: <a href="http://www.beyondblue.com.au">www.beyondblue.com.au</a>.</p> <p>See a range of help lines and websites at <a href="https://www.beyondblue.org.au/get-support/national-help-lines-and-websites">https://www.beyondblue.org.au/get-support/national-help-lines-and-websites</a> including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.</p>
National	Counselling Services	<p>Australian Counselling Service 1300 374 033</p> <p><a href="https://www.acscounselling.com.au/">https://www.acscounselling.com.au/</a></p> <p><b>This service provides free short-term, online counselling services to Archer Institute students.</b></p>
NSW	Men's Health	<p>Mentoring Men 1300 583 925</p> <p><a href="http://www.mentoringmen.org.au">www.mentoringmen.org.au</a></p>
NSW	Suicide Prevention	<p>CARES Northern Beaches 1300 988 553</p>

**Support for abuse, harassment or violence**

Useful contact details		
National	Emergency Services	Phone: 000 <ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> <li>• Ambulance</li> </ul>
National	Sexual Assault	1800 737 732 <a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a> Sexual Assault Crisis Line – National sexual assault, domestic family violence counselling service
National	Family and Domestic Violence / Sexual Violence	1800 Respect 1800 737 732 <a href="https://1800respect.org.au/">https://1800respect.org.au/</a>
National	Violence and Abuse Trauma Counselling and Recovery Service	Full Stop 1800 385 578 <a href="https://fullstop.org.au/">https://fullstop.org.au/</a>
Northern Beaches	Cultural services, homelessness support, domestic violence	Local Kind (Northern Beaches) 02 9939 0100 <a href="https://www.localkind.org.au/">https://www.localkind.org.au/</a>
NSW	Cultural Services	Sydney Multicultural Community Service 02 9663 3922 <a href="https://www.sydneymcs.org.au/our-services/">https://www.sydneymcs.org.au/our-services/</a>
National	Aboriginal and Torres Strait Islander support	13 YARN 13 92 76 <a href="https://www.13yarn.org.au/">https://www.13yarn.org.au/</a>

## FAQS

### ACCESSING THE STUDENT PORTAL

The Learner Portal is accessed from the following link 7 days a week:

1. Go to <https://app.accelerate.com/>
2. Enter your **username and password that the system would have been sent you upon enrolment.**
3. **If encounter any troubles logging on, please contact student care either by**
  - **Phone: 1800 069 273**
  - **Email: [students@archerinstitute.edu.au](mailto:students@archerinstitute.edu.au)**

### HELP REQUESTS

We like all our students to have a very open and transparent communication with Archer Institute and your trainer and or assessors. That is why we have our very own “Help Request Portal”

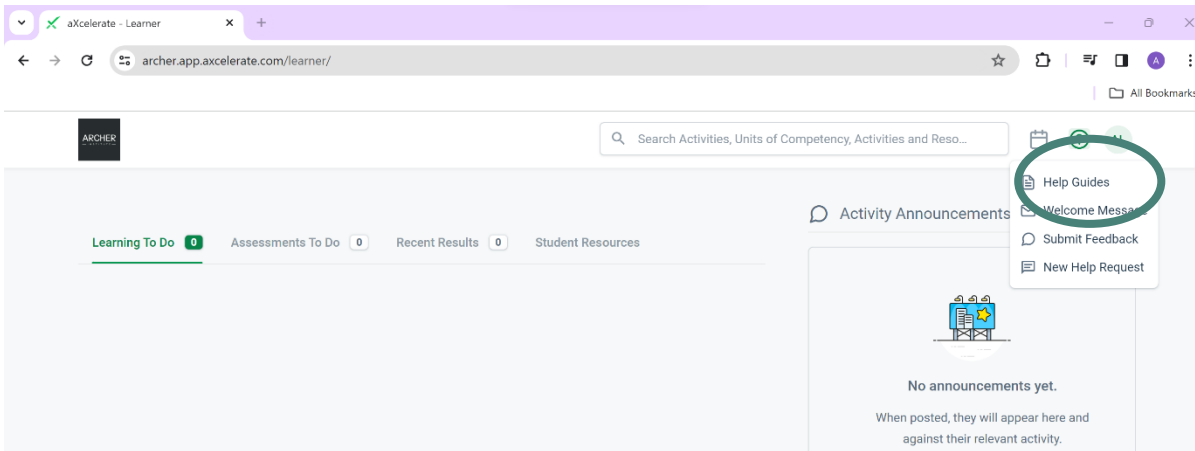
At any stage no matter what you need for example

- Need to speak to your trainer?
- Stuck on a question?
- Require clarification about a task?
- Want further feedback?
- Simply need some advice?
- You feel overwhelmed?
- Or simply anything to do with your studies?

We have a very easy and central process you simply follow the below steps which can be found in your student portal.

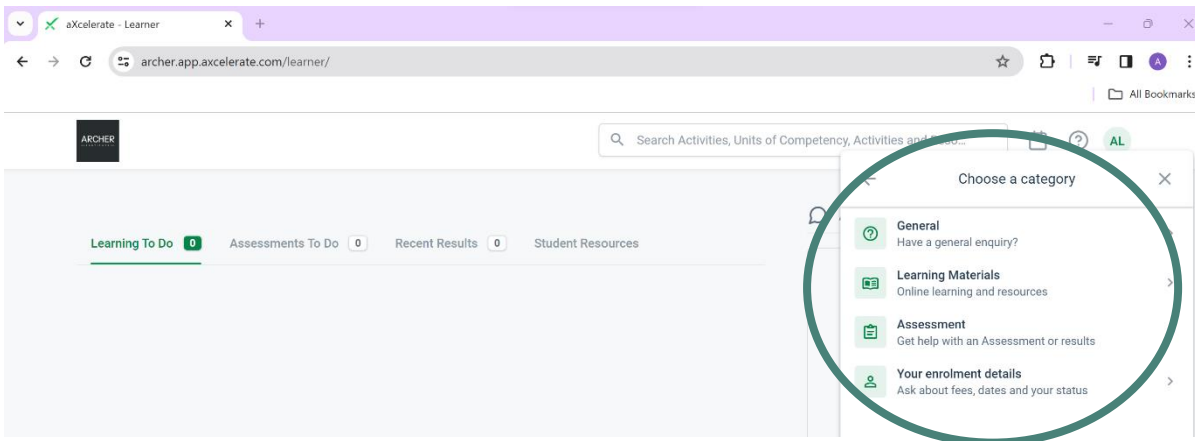
**Step 1: ASK FOR HELP**

Click the question mark icon in the top right corner of the home screen



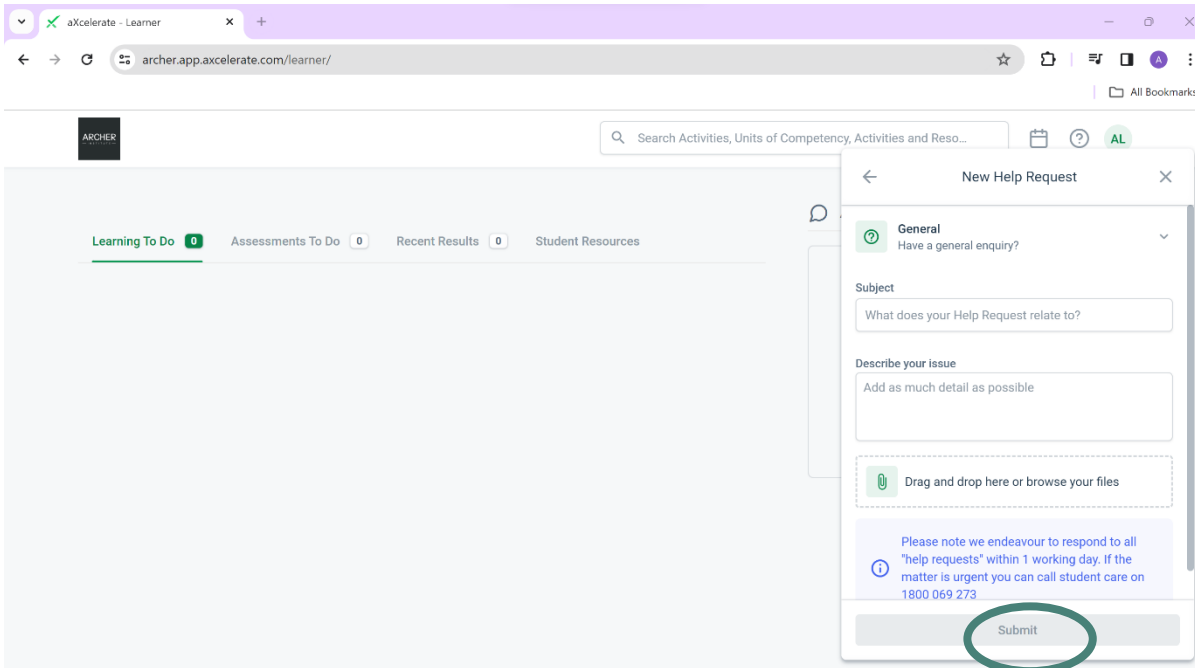
**Step 2: SELECT YOUR HELP CATEGORY**

Select the type of help you need and follow the prompts displayed on the screen.



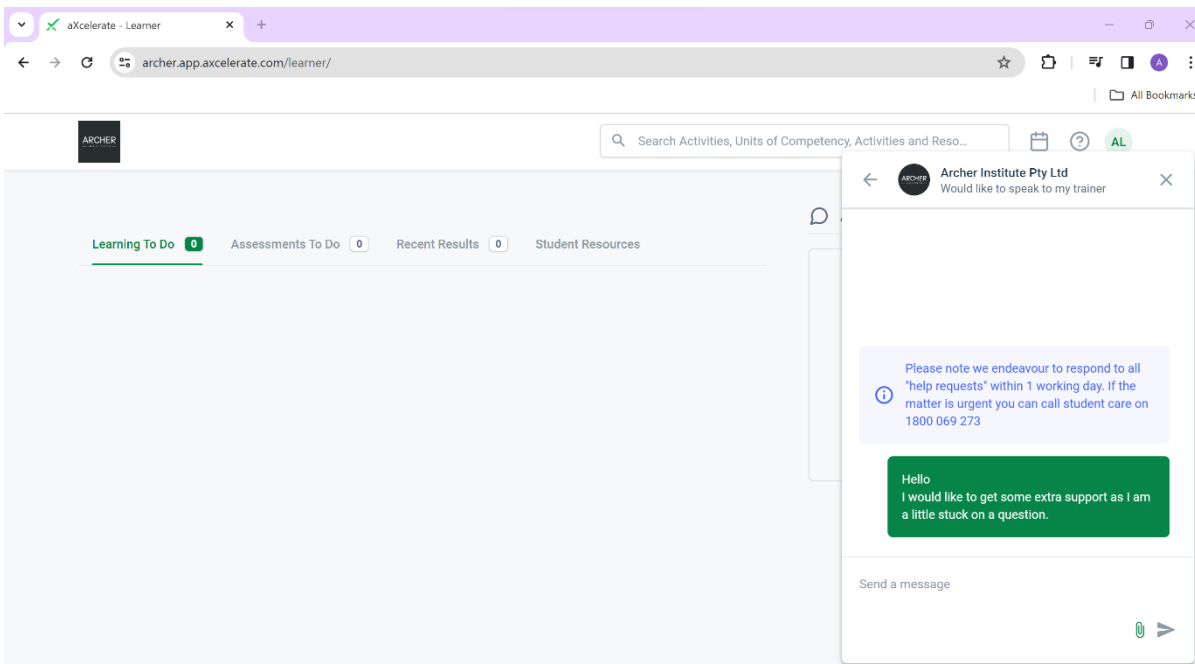
**Step 3: SUBMIT YOUR TICKET**

Fill in the form and click “submit”



**Step 4: Await your reply**

Once you submit your ticket the message will appear in the chat box. We aim to respond to all help requests within 48 hours. As the team reply to your question, it will auto populate back in the chat box for you to view and reply.



**Step 5: A copy of your request goes to your email**

All help request tickets that you submit via our portal will send a copy to your registered email account. Your registered email account is the email you supplied to us upon enrolling into the institute.

**From:** aXcelerate Notification <notification@axcelerate.com>  
**Sent:** Monday, February 19, 2024 11:20 AM  
**To:** Student Care o <office@archer.edu.au>  
**Subject:** 🗨 New aXcelerate Help Request: Would like to speak to my trainer

Hi  
A new **General** Help Request has been created by **student name**  
[Would like to speak to my trainer](#)

"Hello I would like to get some extra support as I am a little stuck on a question."

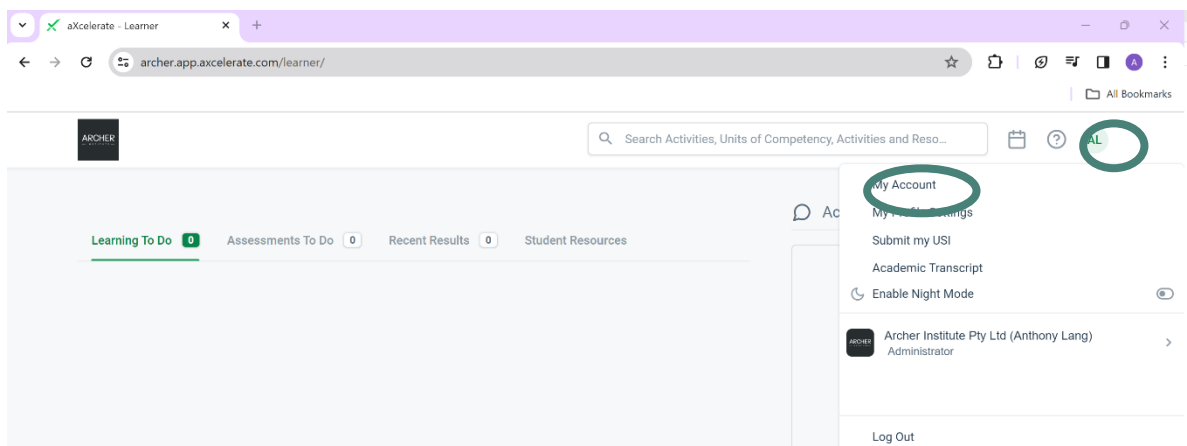
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This is an automated notice. Please do not reply.  
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**RESPONSE TIMEFRAMES**

Timeframes can vary depending on factors beyond our control, but students can expect a maximum response time of 48 hours on a weekday for any help ticketed raised. Any help tickets submitted over a weekend will be responded to by COB Tuesday of the following week.

**UPDATING YOUR EMAIL ACCOUNT**

Should you wish to update your registered email account, simply log into the portal, click on your initials in the top right hand corner and click my account.



Next step is to scroll to the bottom of the page where it says "email", click update, enter your new email and click "save"  
Once completed it should send you a notification to your email account.

Manage Account



Anthony Lang  
anthony@archer.edu.au

Sign Out

- Account Details
- User Accounts
- Change Password
- Multi-factor Authentication

Mobile Number

Mobile Number  Verify

**Country Code**  
You don't currently have a country code set. Add one now?

Country Code

Australia (+61)

Add

Email

anthony@archer.edu.au

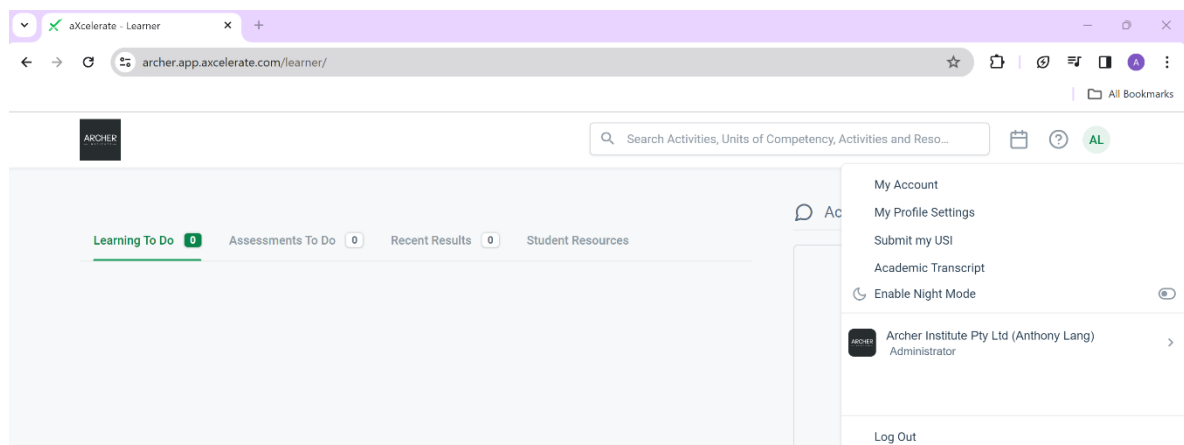
Update

Cancel

Save

### UPDATING YOUR PASSWORD

Should you wish to update your password simply log into the portal, click on your initials in the top right hand corner and click my account.



Next step you will see in the below screen shot is to click on “change password”

Manage Account



Anthony Lang  
anthony@archer.edu.au

Sign Out

Account Details

User Accounts

Change Password

Multi-factor Authentication

Mobile Number



Verify



Country Code

You don't currently have a country code set. Add one now?

Country Code

Australia (+61)

Add

Email

Update

Cancel

Save

The next step, all you have to do is enter

- Current password
- Enter your proposed new password
- In the verify password box enter your new password again (make sure it matches)

Click submit and it will process your request and send you a notification email to your registered email account.



Anthony Lang  
anthony@archer.edu.au

Sign Out

Account Details

User Accounts

Change Password

Multi-factor Authentication

Current Password

New Password

Verify Password

Submit

## TRAINER & ASSESSOR CONTACT DETAILS

You can find your trainers contact details by either

- Calling student services on 1800 069 273
- Or searching your inbox for the subject “Trainer Introduction”

## SUPPORT WORKSHOPS (FACE TO FACE)

From time to time, we understand some students may require face to face support. That is why Archer Institute are proud to offer face-to-face support workshops in our Brookvale office by appointment.

## SUPPORT WORKSHOPS (WEBINAR)

Interstate and remote students may find it challenging to come to our face-to-face fortnightly support workshops. As such we now offer “drop-in” style online support workshops where students can connect and ask any questions relating to their program. These sessions are offered 12 – 2pm every 2<sup>nd</sup> Friday.

## UNIT OVERVIEW SESSIONS (WEBINAR)

Students are able to attend monthly unit overview sessions. Each fortnight Archer Institute deliver a 2 hour live interactive webinar where students can engage and interact with the trainer and get a deeper understanding around

- Program expectations
- Assessment requirements
- Asking questions that may be on your mind
- Engaging with other students
- Obtaining general guidance and support
- Subject matter directions

The trainer will give an introductory overview of the program topic at the commencement followed by Q&A with the students. In the student portal, you will be able to locate under the workshop tab the necessary information such as the date, time and links to the interactive webinars.

The program overview sessions are not compulsory, and students have the right to decide if they wish to join.

## WHAT IS A STUDENT SUPPORT OFFICER?

A student support officer is your first point of contact for all non-academic matters. For example, mental health, fees, extensions, complaints, etc. A student support officer will triage your query and direct to the appropriate team member.

## DO YOU HAVE A DIVERSITY, INCLUSION AND WELLBEING OFFICER?

Yes, we do have an in-house diversity, inclusion and wellbeing officer. His name is John Milham and he can be contacted at [john@archerinstitute.edu.au](mailto:john@archerinstitute.edu.au) or by calling 1800 069 273.

**Date:** 06 Aug 2025

**Chief Executive Officer Name:** Anthony Lang

**Chief Executive Officer Signature:** *Anthony Lang*