

Student Support

Undertaking study for the first time or returning to study after a long break can be challenging. You may have some personal needs in relation to learning and/or access to training resources or facilities. South Coast Community College (SCCC) is committed to ensuring that you are provided with every opportunity to succeed in your learning. If you have any concerns about the challenges that may be presented to you, please contact our Student Support and Engagement Manager or Training Manager for guidance about support options and strategies to help you to complete your learning.

To enquire about student support, you may:

- Call the Student Support and Engagement Manager or Training Manager on 02 4472 9202, or
- Present at reception at our Batemans Bay campus during our business hours (as listed on our webpage), or
- Email our Administration Team on admin@southcoastcolleges.edu.au

Student Laptops for Loan

We have student laptops for you to loan temporarily, for a maximum period of 3 months.

Digital Literacy and Information Technology (IT) Skills

If you have not used computers or are simply not yet confident using them for your learning, your Trainer will spend time with you on your first day of class, to orientate you to all things IT (Information Technology) and learning. If you would like further IT or digital literacy support, you may enquire about the college's complimentary [Tech Savvy class](#), or the [Introduction to Computers for Adults](#) class, which are both aimed at building your confidence and skills.

For external support, you may wish to explore Be Connected – the Department of Social Services (2024) website states that:

'Be Connected supports people aged 50 years and over to confidently and safely use the internet and digital technology.'

Language Literacy and Numeracy

You may be concerned that you do not have the reading, writing or maths skills to complete your study. We ask all students to complete a short online quiz which is adjusted to the level of learning you will undertake. From this short assessment, we can contact you to develop a personalised plan including resources, strategies or referrals that may support you with your studies.

You may also wish to explore the following webpage about the [Statement of Attainment in Work Readiness](#), which is 'designed for individuals who require further foundation skills development to prepare for workforce entry or vocational training pathways'.

For an external assistance option, you may wish to visit the Reading Writing Hotline website or call the [Reading Writing Hotline](#) on 1300 6 555 06



Study Hubs

We have experienced and patient trainers available to support you in our Study Hubs. Study Hubs are open on any day that you are undertaking your training and other arrangements can be made if you require extra assistance. Study Hubs provide an excellent opportunity to access learning support or to assist you with making a personalised plan to complete your assessments.

Wellbeing

Please advise our Student Support and Engagement Manager if you would like to discuss available resources or referrals that can be made to meet your personalised support needs.

The [NSW Government \(2024\) webpage](#), 'Mental health services in Southern NSW', states the following:

'You are not alone. Call us for help.

For mental health enquiries or to make an appointment call 1800 011 511 (free). This number is available 24 hours 7 days a week.

In an emergency or for urgent help always call 000 (triple zero) or go straight to your nearest emergency department.

You can also contact Lifeline for immediate support.'

ChildSafe

Please see our [ChildSafe](#) page to learn more about this form of Student Support.

For more information, you may wish to refer to our:

- [Student Handbook](#)
- [Rights and Responsibilities](#)
- [Complaints Policy](#)
- [Appeals Policy](#)
- [Online Service Standards](#)
- [RPL webpage](#)
- [Student Information webpage](#)
- [Traineeships webpage](#)

