

# STUDENT SUPPORT POLICY AND PROCEDURE

## 1. PURPOSE

This policy specifies the way in which Allman College (the College) will administer, ensure access to services and provide student support services in all qualifications for both on-campus and online students. This policy should be read in conjunction with the Assessment Policy and Procedure.

## 2. POLICY

The College will provide all students whether on campus or online with equitable access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages.

To ensure we meet the specific needs of our students, the College will:

- determine the support needs of individual students during the enrolment process
- ensure trainers are fully informed of student support needs prior to commencement of training
- Provide all students with access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages
- Ensure a Student Services Officer is available during each shift with a ratio of one Student Services Officer to ninety students.

The College will provide assistance to support students to make sure they have the opportunity to successfully complete their training and assessment program by:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) students would need to complete each course
- Developing strategies to make support available where gaps are identified
- Implementing individualised strategies to suit the client (as applicable)

For online students, the College will:

- Provide a robust online learning platform that is user-friendly and accessible to all students, including those with disabilities.
- Offer virtual orientation sessions to familiarise online students with the learning management system, online resources, and support services available.
- Ensure that online students have access to the same quality of educational content, instruction, and assessment as on-campus students.
- Facilitate online student communities and peer networks to foster engagement and support among online learners.
- Regularly review and update its online learning resources and support services based on student feedback and emerging best practices in online education

This may include providing:

- Language, Literacy, Numeracy & Digital (LLND) support
- Assistive technology
- Additional tutorials/training, eLearning, resource materials etc.

The College will seek to maximise opportunities for access, participation and outcomes for all students by implementing inclusive practices throughout the delivery of all its courses.

### 3. RESPONSIBILITY

**Academic Manager** is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

### 4. REQUIREMENTS

Student Support

SRTO Clause 1.7 the College must

- Determine the support needs of individual students
- Provide the student with access to the educational and support services necessary to meet the requirements of their course

NC Standard 6

- the College must assist overseas students to adjust to study and life in Australia and have appropriate orientation programs that help overseas students to access the information and services they require.

### 5. SCOPE

This policy applies to all the College overseas students, including those studying onshore at the College's campus and those studying online.

### 6. PROCEDURE

This will be achieved by providing ongoing access to:

- All resources (physical or virtual) necessary to complete training
- Trainers and assessors through the training program
- Records held by the College

For online students, the College will provide ongoing access to:

- Virtual classrooms and learning management systems
- Online forums and discussion boards for peer interaction
- Webinars and virtual workshops
- Digital libraries and online research resources
- Email and chat support for technical and academic inquiries
- Regular virtual check-ins and progress monitoring by trainers to provide personalised guidance and support.
- Access to student support staff

The College will ensure that online students have the opportunity to participate in virtual orientation sessions and receive an online student handbook that includes information on accessing online support services.

The College will make every reasonable effort to ensure that it can accommodate a student's needs. However, sometimes those needs are beyond the assistance that can reasonably be provided by the College. In these circumstances, individuals who require substantial additional

help with their literacy and numeracy or other needs will be assisted to access specific assistance. Any costs incurred will be the responsibility of the student.

All students and staff will be provided with training in the College's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations. The Student Services Officer's role is important in the effective implementation of the College's obligations under the ESOS framework.

The Student Services Officer's role includes the responsibility for the care and maintenance of student welfare, wellbeing and to assist students in support of their domestic circumstances, within reason, and to help the student maintain course performance. These support services are provided without cost to the students.

The Student Services Officer has the authority and responsibility to assist in addressing student welfare requirements, which may include the following:

- Absenteeism/attendance
- Accommodation
- Financial concerns
- Facilities and resources
- Telephones & communication
- Visa & immigration issues
- Complaints and appeals
- Family matters/relationship concerns
- Legal assistance
- Sexual harassment
- Employment rights

The Student Services Officer can also refer the student to the Academic Manager regarding the following academic student support matters:

- Assessment failures
- English proficiency
- Flexible delivery
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems
- Transitioning course/provider

The student shall be encouraged to meet with the Student Services Officer and to provide a description of the nature of their problems/concerns. The College, through the Student Services Officer will be seeking to provide a supportive, empathetic and proactive environment in which the student's problems/concerns are identified by appropriate persons, who can assist the student to obtain a satisfactory outcome.

A register of support services is maintained by the Student Services Officer. A listing of resources is also in the Student Handbook.

All welfare and support service requests, actions and the outcomes will be noted and retained on the student file.

International students will be required to attend an induction at the commencement of their studies at the College which will be conducted by the Student Services Officer. These inductions give an overview of the College policies and procedures including the Student Handbook, administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff and a tour of facilities.

Where a student is in danger of being in breach of their Visa conditions, due to failure to maintain academic progress the Student Services Officer will contact the student to determine the cause and seek to assist and also advise the student of the risk to their student visa and their appeal rights. (See the student intervention plan policy and procedure)

The College is committed to providing support, advice or assistance during training to all students. To ensure the quality delivery of training and assessment, the College, provides:

**Student vocational counselling** to improve and extend training outcomes. The student can make an appointment for:

- education and career counselling, or
- assistance when applying for Recognition of Prior Learning (RPL).

**Personal counselling services** are available to all clients. These services may take the form of advice from management or referral to other services. Personal counselling services include but are not restricted to:

- Conflict resolution
- Stress management
- Access and equity issues
- Client welfare and support

**Language, literacy, numeracy and digital (LLND) support** is available to provide students with advice and support services in the provision of language, literacy, numeracy and digital assessment services. Students needing (LLND) support are identified on enrolment through the completion of a LLND test.

Students requiring any assistance or support with language, literacy or numeracy are advised to speak with their trainer. All trainers, at a minimum have the unit, *TAELLN411 Address adult language, literacy and numeracy skills* and can discuss different ways of conducting training and assessment to assist students in achieving competence.

If a student needs LLN assistance beyond the capacity of the College to provide it will refer the student to an appropriate LLN provider. This may incur a cost.

**Academic progress** support is available for students who are experiencing difficulty by providing

- Information on study skills, including some online skills programs

- extra tuition
- providing a mentor or study buddy
- providing LLN assistance

Academic progress support for online students will also include:

- Virtual office hours with instructors
- Online study groups and peer mentoring
- Access to digital assessment tools and feedback mechanisms

Students are able to access all support services by request to their trainer or reception. In addition, trainers can also activate academic support when they see the need for students.

The College will establish a feedback mechanism for online students to share their experiences and suggestions for improving online support services.

## **7. POLICY IMPLEMENTATION**

The College will provide training for staff on the specific needs of online students and the effective delivery of support services in a virtual environment.

This policy will be made available to all staff members and stakeholders through the internal communication channels, the website and in the Student Handbook.

## **8. REVIEW**

This Policy and Procedure will undergo an annual review, or sooner if required, to ensure it remains relevant and effective in guiding the operations and strategies or as needed to reflect any changes in the regulatory environment or operational practices.

Feedback will be collated and analysed and discussed at the monthly management meetings, for noting or action with any necessary changes documented in a Continuous Improvement Form and in the Continuous Improvement Register.