

Student Support Policy and Procedure

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Student Support Policy and Procedure

1. Purpose

This policy ensures that all students are given support while studying with Advanced Education and Training. This support includes both academic support and personal support and the procedures ensure that students are made aware of the support available.

Advanced Education and Training (AET) has established this policy to support the following regulatory requirement. Standards for Registered Training Organisations (RTO) 2015:

Standard 1.7 The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

2. Policy

Advanced Education and Training will ensure that all students are given appropriate support during their enrolment with AET. This support includes both academic support and personal support. All the staff employed by Advanced Education and Training have the responsibility to provide necessary support to all students.

Where additional support is required to assist students, Advanced Education and Training may refer them to external support services. AET does not charge for providing support services or referring them to the external support services. However, the external party may charge service fees that is payable by the student.

Advanced Education and Training will also conduct an induction session for all new students and information about student support is provided during Pre enrolment and enrolment process.

3. Scope

This Policy and Procedure applies to all vocational education and training courses offered.

4. Definitions

AQF Qualification means an AQF qualification type endorsed in a training package or accredited in a VET accredited course

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Assessment system is a coordinated set of documented policies and procedures (including assessment materials and tools) that ensure assessments are consistent and are based on the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

Regulator means either National VET Regulator, or a body of a non-referring State that is responsible for the kinds of matters dealt with under the VET legislation for that State

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Training Product means AQF qualification, skill set, unit of competency, accredited short course and module.

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5. Procedure

5.1 Nominated Student Support Officer

Whilst all staff employed by Advanced Education and Training have the responsibility to provide support to all students, Advanced Education and Training has nominated a 'Student Support Officer' who is available to all students, on an appointment basis, during the standard business hours.

The office hours of the Advanced Education and Training are:

Monday – Friday 8.30am – 5.30pm (AEST)

Students can access the Student Support Officer directly or via Student Administration and an appointment will be organised as soon as practical.

Contact details of the Student Support Officer are provided at the time of enrolment in the student handbook or on the website.

- As part of their responsibility, they are to ensure up-to-date information is available for support services and that the contacts listed are current. This information is given to students through their induction session outlined below.

5.2 Student Orientation

At the beginning of a course of study the students are to be given a short orientation, and it must include the following:

- A tour of the RTO identifying classrooms, student areas, student administration area, and any other relevant areas within the RTO such as toilets, fire exits, and restricted areas.
- Information about the Complaints And Appeals Policies And Procedures
- Information on emergency evacuation procedures
- Information on how to access the Student Support Services within AET.
- Review of the contents of the Student Handbook.
- Trainer contact details to facilitate contact and support.

Student Support Services

AET will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by AET at no cost to the student, but fees and charges may apply where an external service is used by the student, and this is to be clarified with the student prior to using such services outside of AET.

Academic issues

Students may have concerns regarding their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in maintaining appropriate attendance and academic progress.

LLND support is provided to students, as identified. This is done by providing additional time, support strategies and referring them to websites with resources to support Language, Literacy and Numeracy Skills.

All students' progress and attendance is monitored and guidance and support provided where non satisfactory results are identified.

A student is able to access the Student Support Officer to discuss any academic, attendance, or other related issues to studying at Advanced Education and Training at any time.

AET's Trainers provide ongoing support to students via email or phone calls.

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Personal / Social issues

There are many issues that affect a student's social or personal life and students have access to the Student Support Officer during normal office hours to gain advice and guidance on personal issues that are affecting their course progress. After the initial counselling with the student, if the Student Support Officer feels further or professional support is required, a referral to an appropriate external support service will be organised to help them deal with the issue.

Following are just some of the organisations which can be referred to for external counselling and support.

Relationship Australia	1300 364 277
Lifeline	13 11 14 (24-hour counselling service)
Mensline Australia	1300 78 99 78
Kids Help Line	1800 55 1800 (24-hour counselling service)
Griefline (Telephone Counselling Service)	03 99357444 (12 noon - 3 am)
Direct Line (Drug and alcohol service)	1800 888 236
Crisis Accommodation	1 800 627 727
Women's Domestic Violence Crisis	1 800 015 188
The Gambling Help Line	1800 858 858

Medical or Health Issues

Students can contact AET regarding any medical issues they might be facing, which might disrupt the training. AET will advise the student about possible suspension of studies or provide support where possible.

If a disability is identified at the time of enrolment or during the course of studies, a Support Plan is made for the student to ensure that it does not impact their course progress.

While AET is not able to provide special equipment or notetakers, provision can be made for support services provided for the student in consultation with the General Manager. Staff and Trainers seek to identify student's requiring additional personal support during the training journey. The level of intervention will depend upon the nature and level of support required.

This can include:

- Additional time to complete assessment tasks
- Provision of additional resources
- Alternative text, workbooks and / or assessments developed in consultation with a trainer & assessor in accordance with the assessment procedure.
- Individual consultation with a designated support trainer
- Further information on external support agencies

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Social Programs

Apart from the Student Orientation Program, AET will occasionally organise social events that allow all students enrolled with AET to mingle and socialise.

These events may range from cultural and sightseeing events to dinners etc.

They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer or Trainer.

6. Related Documents

- Student Handbook
- Student Support Plan