

1. Purpose

This policy/procedure supports the requirements to provide student support services to all students as required by Standard 1 – Clauses 1.7 (RTOs 2015) and VET Funding Contract.

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.

2. Scope

This policy applies to all students studying at Advanced Education and Training.

3. Responsibility

The CEO and Compliance Team will be responsible for the implementation of this policy and to ensure that the staff are aware of its application and procedures. Trainers, administrative staff and Student Support team is responsible for implementing the policy.

4. 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.

5. Procedure

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.

We will answer student call to support you in any of the case of emergency. Alternatively, if the student need police, fire or ambulance dial national emergency number **000** from any phone.

Although Advanced Education and Training nominates a “Student Support Officer”, all staff including CEO, Training Coordinators, Trainers, support staff and all admin staff must be aware of the ASQA standards and will be given responsibility to support students if and when needed. As part of their responsibility, they are to ensure up-to-date information is available for the following services and the contacts listed are current. This information is given to students through their induction session outlined below.

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 complaint and appeals policies and procedures is provided to students
- Information on emergency evacuation procedures
- Information on how to access the student support services within Advanced Education and Training. All students are to receive a copy of the ‘Student Handbook’.
- Trainers provide their contact details to the student at the start of the class to facilitate contact and support.

Student Support Services

The following support services are available for all students enrolled at Advanced Education and Training. Advanced Education and Training will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by Advanced Education and Training at no cost to the student but fees and charges may apply where an external service is used by the student and this should be clarified by 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 ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies. LLN support is provided to students, where the requirement for support is

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.

Advanced Education and Training's trainers provide ongoing support to students via email or phone calls.

During COVID- 19 - All Trainers have been provided training to make them prepared to deliver in the virtual classrooms. The educators have been trained in techniques and strategies that empower students to stay motivated and engaged with online learning. In line with their training, the educators have created a series of webinars and face to face trainings to encourage student engagement whilst learning online.

Personal / Social issues

There are many issues that affect a student's social or personal life and students have access to the Trainer & 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 by the student, a referral to an appropriate external support service will be organised to help them deal with the issue students are facing.

Following are just some of the organisation 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 Advanced Education and Training 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 any 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 by the student in consultation with the Training Manager.

Staff and trainers seek to identify learners 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

Social Programs

Apart from the Student Orientation Program, AET will occasionally organise social events that allow all students enrolled with Advanced Education and Training 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.

Interim Arrangements during COVID-19: This Policy should be read in conjunction with the Novel Coronavirus Interim Arrangements Policy & procedure during COVID -19 and until it is safe to return to the normal practices. Interim changes are implemented in the procedures of Marketing, Pre-Training Review, Enrolment, Training Delivery as per the Department of Education and ASQA's guideline during COVID-19 pandemic.

Students are to be supported by their trainers and administration staff to deal with the challenges posed by COVID -19. Following support will be provided:

- technical assistance and support with issues related to computer systems, assessment submission
- guidance about login, joining zoom meeting to attend virtual classrooms
- submission, course progress support, and providing counselling service when they are feeling stressed or anxious due to COVID -19

- discussion with the student to ensure that the proposed delivery mode is acceptable
- Provide option to suspend the training if it is challenging to learn from home and reinstate when face to face classes resume
- flexibility to get on top of things
- assessment submission dates to be extended where required
- IT specialist to support trainers and students to resolve any issues raised in regard to virtual learning, online assessment submission etc.

Related Policies Procedures & Forms

- Student Handbook
- Novel Coronavirus Interim Arrangements Policy & procedure