



No.3.1.13: Support Services available to Students Policy and Procedure

Policy Context

This policy relates to:	
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Codes and Standards	ESOS National Code 2018 – Standard: 2.1.10; 5.3; 5.3.1; 5.3.4; 6.1; 6.3; 6.4; 6.5; 6.6; 7.3.2; 10.2.4; Standards for RTOs 2025 – Standard: 1.3; 1.5; 2.1-2.6;
Legislation or other requirements	National Vocational Education and Training Regulator Act 2012

Purpose

The main purpose of Student Support Services Policy and Procedures is to outline the support services available for students providing them access to the educational and support services needed to meet the requirements of their qualifications.

Objective

The objectives of this policy are to:

- (a) outline the responsibilities of staff, educators and students regarding student support services available for VET programs at RTO; and
- (b) Identify support prior to enrolment or commencement or during the delivery of training and assessment

Scope

All staff members of the organisation responsible to provide, maintain, and review student support services available to RTO students to successfully complete their course of study.

Procedures

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Requirements	Responsibility
RTO is committed to supporting students to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their course.	Student Support Officer, RTO Manager with Trainer/Assessor
RTO assists the students through the pre-training review and enrolment process which covers a range of information, including: - identifying the particular requirements, a student will need to complete the course - developing strategies to make support available where gaps are identified - student handbook - student support service - facilities and resources - complaints and appeals processes	Student Support Officer, RTO Manager with Trainer/Assessor
RTO provides access to on-campus or external welfare-related support services Designated staff members as the official point of contact for students who require assistance and/or support. A critical incident policy and procedures that cover the action to be taken, required follow-up and records of an incident.	Student Support Officer, RTO Manager with Trainer/Assessor
Student Services Support RTO student administration is open during normal business hours Monday to Friday. Students can approach administration staff for help or to make general enquiries. If necessary, the administration staff will put the student in touch with the relevant staff member to answer their enquiry.	Student Support Officer, RTO Manager with Trainer/Assessor
Personal/Social issues There are many issues that may affect a student's social or personal life and students have access to the Student Support Officer during normal Institute hours to gain advice and guidance on personal (including impairment and health issues), accommodation, or family/friend issues. Where the Student Support Officer feels further support may be required, a referral to an appropriate support service will be organised.	RTO Manager with Trainer/Assessor



Requirements	Responsibility
Academic issues If students have concerns with their attendance, academic performance or other study related issues that are placing them at risk of not achieving the requirements of their course, they are able to gain advice and support from the Student Support Officer. All students' progress and attendance are monitored. Guidance and support will be provided where non-satisfactory results are identified at any time. The Student Support Officer will be able to provide advice and guidance, or referral, where required. • The registered provider must have implemented documented policies and procedures to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements	Student Support Officer, RTO Manager with Trainer/Assessor
Counselling Service The Student Support Officer can assist in times of stress or pressure during the course. Students may make an appointment at any time to see a member of RTO staff for free advice relating to study, such as: • managing your time • setting and achieving your goals • motivation • ways of learning • coping with assessments • looking after yourself If the need arises to seek additional counselling services, the following centres may be contacted: • Lifeline 13 1114 • Centrelink 13 2850 • The Smith Family 1800 422 916 • The Salvation Army ○ P: (03) 9353 5200 ○ F:(03) 9353 5205	Student Support Officer, RTO Manager with Trainer/Assessor



Requirements	Responsibility
Identifying LLN support prior to enrolment or commencement The LLN Test is administered prior to enrolment into qualifications within RTO's scope of registration. The test is administered by a qualified LLN Trainer and Assessor. The main aim of the test is to identify particular skills of the student such as language, literacy and numeracy, in order to meet the requirement of qualification the applicant wishes to enrol in. If a gap is identified, applicants are recommended to undertake foundation skills courses at other RTOs or other strategies will be adopted to make support available, prior to enrolment in the qualification.	Student Support Officer, RTO Manager with Trainer/Assessor
Pre-Training Review The Pre-Training Review is conducted by a Trainer/ Assessor or Student Support Officer to identify students' learning requirements. Gaps in student's performance, knowledge and skills are identified. Reviewer identifies potential special needs of the learner that needs to be catered for in the training. Delivery and assessment arrangements are outlined Learning strategies for the learner are detailed Detail of evidences that can be used for the assessment are outlined Resources required are clarified The Pre-Training Review also reflects units chosen by the students or in order of preference as per their work-based requirements The training plan is developed based on this Pre-Training review. It is one of the major tools in identifying academic support needed by the learner.	Student Support Officer, RTO Manager with Trainer/Assessor
Facilities, resources and equipments: ● Classrooms equipped with tables and chairs, whiteboard, projector, kitchen facility. ● Classroom includes course specific resources ● Student room with kitchen facilities ● Disabled access ● Male and female toilets. List of resources available for training and assessment. The resources include but are not limited to: ● PDF resources for all the units ● Class activity book	Student Support Officer, RTO Manager with Trainer/Assessor



Requirements	Responsibility
• Self-study guide • Power points • Session plan • Assessment kit • Language literacy and numeracy kit • Recognition of prior learning kit	

Overseas student support services

- The RTO must support the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program that provides information about:
 - support services available to assist overseas students to help them adjust to study and life in Australia
 - English language and study assistance programs
 - any relevant legal services
 - emergency and health services
 - the RTO's facilities and resources
 - complaints and appeals processes
 - requirements for course attendance and progress, as appropriate
 - the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
 - services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- The RTO must give relevant information or provide referrals as appropriate to overseas students who require assistance in relation to the services and programs, at no additional cost to the student
- The RTO must facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including



having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.

- The RTO must designate a member or members of its staff to be the official point of contact for its overseas students. The student contact officer or officers must have access to up-to-date details of the RTO's support services.
- The RTO must have sufficient student support personnel to meet the needs of the overseas students enrolled with the RTO
- The RTO must ensure its staff members who interact directly with overseas students are aware of the RTO's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.
- The RTO must implement a documented process for managing critical incidents that could affect the student's ability to undertake or complete a course, incidents may include but are not limited to physical and psychological harm.
 - The RTO must maintain a written record of any critical incident and remedial action taken by the RTO for a at least two years after the overseas student ceases to be an accepted student
- The RTO must:
 - Take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on their actions they can take to enhance their personal security and safety
 - Provide information to overseas students about how to seek assistance for and report an incident that significantly impacts their wellbeing, including critical incidents
 - Provide overseas students with or refer them to (including electronically) general information on safety or awareness relevant to life in Australia.

Continuous Improvement

This procedure is designed to ensure that the student support services policy and procedure is in place and the delivery of our courses across the RTO and qualifications ensure management become aware of:

- Common threads relating to the compliance and quality assurance.
- Repeat issues
- Any general adverse trend that needs correcting

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Confidentiality and Privacy Statement

For more Information, please refer to our Privacy and Confidentiality Policy.

Publication

This policy once approved, will be available to all students and staff by accessing RTO Intranet or on request. This policy will also be available through RTO's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

Review processes

The policy will be reviewed annually by the RTO Manager.